



**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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OSHAWA ON L1J 2K5  
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OSHAWA ON L1J 2K5  
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Télécopieur: (905) 433-3008

**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>
Oct 24, 2018	2018_726724_0006	002855-18	Complaint

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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 - Scarborough McNicoll  
2311 McNicoll Avenue SCARBOROUGH ON M1V 5L3

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

MIKO HAWKEN (724)

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

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

**This inspection was conducted on the following date(s): October 4, 5 and 10, 2018**

**The following complaint log was inspected during this inspection:  
Log # 002855-18 - related to falls, hydration, continence care of residents**

**During the inspection the inspector(s) reviewed health care records, internal investigation notes, internal policies and procedures and observed staff to resident interactions.**

**During the course of the inspection, the inspector(s) spoke with the Executive Director (ED), Director of Care (DOC), Registered Nurses (RNs), Registered Practical Nurses (RPNs) and Personal Support Workers (PSWs).**

**The following Inspection Protocols were used during this inspection:  
Continence Care and Bowel Management  
Falls Prevention  
Nutrition and Hydration  
Personal Support Services**

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

Issued on this 24th day of October, 2018

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

**Original report signed by the inspector.**