



**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
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Hamilton ON L8P 4Y7

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

Division de la responsabilisation et de la performance du
système de santé
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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