

## Housing

To enable our seniors to age in place, Yee Hong provides subsidized and life-lease senior residences with 24-hour onsite support and security monitoring. Assistance with daily activities, such as cooking, bathing, toileting and housekeeping, are also available as required.

## Community-Based Services

To reach out to seniors in the community, programs including senior daycare, congregate dining, caregiver support, meals-on-wheels, transportation, healthy seniors program, counseling and friendly visiting are planned for each Yee Hong centre.

## Medical Programs

A comprehensive medical program is in place for seniors in and out of Yee Hong. All Yee Hong centres have consulting physicians who routinely monitor the health of our residents. We also provide comprehensive health care services to members of the community through an inter-disciplinary health care team.

The P.K. Kwok Medical Centre at Yee Hong Centre Scarborough Finch is a new facility is centrally located at the southeast corner of Finch Avenue East and Middlefield Road in Scarborough.

Serving existing patients from the former McNicoll Medical Centre and welcoming new patients, the P.K. Kwok Medical Centre aims to provide care to all age groups within the Yee Hong Centres and the public community through a wide range of interdisciplinary medical services, including family medicine, cardiology, memory clinic, geriatric care, rheumatology, urology, chiropody and rehabilitative care. Anyone with valid OHIP coverage is welcome to call (416) 940-4818 for an appointment.

## Rehabilitation Programs

Seniors of Yee Hong also receive comprehensive rehabilitation services through physiotherapy, occupational therapy, acupuncture and massage treatment.

## Holistic Care

Yee Hong firmly believes in fulfilling seniors' physical, emotional and spiritual needs. This is made possible through a multidisciplinary team composed of physicians, nurses, social workers, other health care professionals, volunteers, residents' family members and members of the community.

## Resident-Family Involvement

To facilitate communication between the users and the service provider, Yee Hong strongly encourages residents and their families to be involved in their own plan of care through formation of and regular participation in resident councils and family councils.

## Multicultural Harmony

Yee Hong Centre – Scarborough McNicoll has a diverse population of different dialectal groups of Chinese origin.

Yee Hong Ho Lai Oi Wan Centre in Markham features a South Asian floor with the best curry in town!

Yee Hong Centre - Mississauga is proud to be providing care for seniors from multicultural backgrounds. Apart from Chinese seniors, we also have a presence of the Portuguese, Filipino and Vietnamese communities.

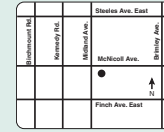
Yee Hong Centre – Scarborough Finch presents a Japanese unit with tasteful Japanese décor. Staffed by Japanese-speaking health care professionals, the floor serves healthy and individualized Japanese menus carefully designed by a professional Japanese dietitian.

Contact your local Community Care Access Centre (CCAC) to apply for entry into one of our homes.

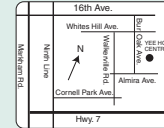
Financial support for some of the Yee Hong services was provided by LHINs, the Government of Ontario and Yee Hong Community Wellness Foundation.

## Yee Hong Centre for Geriatric Care

Yee Hong Centre – Scarborough McNicoll  
2311 McNicoll Avenue, Toronto, ON M1V 5L3  
Tel: (416) 321-6333 Fax: (416) 321-6313  
E-mail: scarborough.mcnicoll@yeehong.com



Yee Hong Ho Lai Oi Wan Centre  
2780 Bur Oak Avenue, Markham, ON L6B 1C9  
Tel: (905) 471-3232 Fax: (905) 471-3223  
E-mail: markham@yeehong.com



Yee Hong Centre – Mississauga  
5510 Mavis Road, Mississauga, ON L5V 2X5  
Tel: (905) 568-0333 Fax: (905) 568-0026  
E-mail: mississauga@yeehong.com



Yee Hong Centre – Scarborough Finch  
60 Scottfield Drive, Toronto, ON M1S 5T7  
Tel: (416) 321-3000 Fax: (416) 321-0034  
E-mail: scarborough.finch@yeehong.com



## Yee Hong Community Wellness Foundation

60 Scottfield Drive, Toronto, ON M1S 5T7  
Tel: (416) 321-0777 Fax: (416) 321-0778  
E-mail: foundation@yeehong.com

Please visit [www.yeehong.com](http://www.yeehong.com) for general information, donation and volunteering opportunities



**Yee Hong Centre  
For Geriatric Care**

頤康中心



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**Home of Culturally  
Appropriate Care**



## Significance of "Yee Hong"

To thousands of seniors, Yee Hong means way more than living in a secure and familiar surrounding. It means placing trust in caregivers who are committed to the delivery of professional and tender care. It means an uplifting and friendly environment. It also means regaining their respect, dignity and sense of belonging. In general, to a growing number of grateful seniors, it means home.

## Yee Hong Centre for Geriatric Care

Established in October 1994, Yee Hong Centre for Geriatric Care is a charitable organization that provides a comprehensive range of culturally appropriate services to seniors and members of the community. We provide a continuum of care through our four centres, ranging from long-term care, community-based social services, medical services and senior residences. Recognizing the need in the broader community, the four Scarborough-Finch, Markham and Mississauga centres have allotted special units to serve seniors from other cultural backgrounds. The four Yee Hong Centres in Scarborough, Markham and Mississauga collectively house 805 long-term care beds and fulfill 100,000 service requests annually through their long-term care, social service and medical programs.

## Vision

A caring community where seniors and others enjoy the highest quality of life.

## Mission

Yee Hong Centre for Geriatric Care is committed to being a centre of excellence that provides vision and leadership. With strong roots in the Chinese community and a strong belief in respect for seniors, its goal is to develop quality services and facilitate community building to enable seniors of different backgrounds and needs to live their lives to the fullest – in the healthiest, most independent and dignified way.

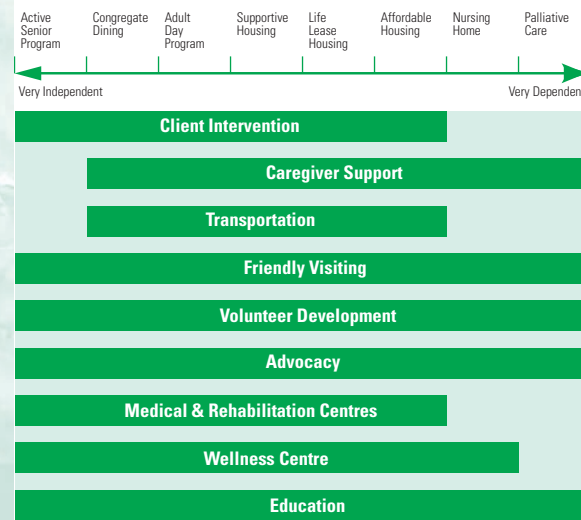
## Uniqueness of Yee Hong

### Culturally appropriate services

Yee Hong boasts of its unique ability to provide culturally appropriate care designed in detail from culturally and linguistically trained staff, to menu design, daily activities, and cultural celebrations, to spiritual and religious well-being.

### Continuum of care model

Supported by services at different levels, continuum of care serves the most independent to the most dependent seniors.



### Continuous strive for excellence

Yee Hong provides more nursing care, dietitian time, activation work, and general staff time, programs and services than industry standards and Ministry requirements. Committed to comprehensive and continuous quality improvement, Yee Hong emphasizes on health and safety, risk management, training and development, and continuous development of new approaches of care.

## Organizational culture and spirit

With strong trust and team spirit among the Board, staff and volunteers, all members are empowered with a strong sense of ownership and pride, and a strong caring attitude and commitment to the Yee Hong philosophy.

## Responsiveness to community needs

To ensure that the programs and services meet the needs of the users, Yee Hong communicates closely with community partners and regularly conducts needs surveys. Yee Hong is also committed to raising funds to develop new and unfunded programs.

## Innovative approach

Yee Hong continues to develop new ways to deliver services that meet the evolving needs of our seniors. In our long-term care facilities, we have introduced Snoezelen and Dementia programs to stimulate the senses of the mentally deteriorating seniors and to increase their emotional stability. Using funds from Ontario Trillium Foundation, we have also produced for free distribution a bilingually subtitled Cantonese DVD – *Busting the Myths about Dementia*, to equip care-giving families with professional advice on the symptoms of mental degeneration diseases as well as tips on providing care for this population. A print publication in traditional Chinese is also made available for sale - *Vibrant Lives – Happiness in Middle Age and Old Age*. This 234-page book is a compilation of 90 articles authored by social service and health care professionals to share experience on care giving and advice on managing stress and daily living challenges.

## Strong support from community

The name Yee Hong comes with a strong sense of pride in the Chinese community in the Greater Toronto Area, and enjoys a strong sense of trust in its ability to fulfill its promises. Our expansion from one 90-bed facility into four facilities with a total 805 beds and numerous satellite service locations was made possible by a strong base of volunteers, unfaltering network of community champions and generous group of donors.

## Achievements

After a few years of operation, Yee Hong has earned a solid reputation as a leader of geriatric care. A dedicated team of health care professionals, social workers, support staff and volunteers have contributed to establishing Yee Hong's reputation as centres of excellence.

## Accreditation of quality and standards

Accredited by the Canadian Council on Health Services Accreditation in years 1996, 1999, 2003 and 2006 to 2009, Yee Hong was commended for its stellar services and best practices in culturally appropriate care. The Council is a national body that evaluates the work of hospitals, long-term care homes and other health care facilities against national standards of practice.

## Long-Term Care Services

The four centres are staffed with a dedicated, loving and caring multidisciplinary team composing of nursing staff, dietitians, social



workers, facility and food services staff, physiotherapists, occupational therapists, pharmacists and physicians.

Yee Hong's culturally appropriate care is supported by many programs and activities including gentle care program, fall prevention program, restorative care programs and many therapeutic, recreational, spiritual and social programs. With fees standardized across Ontario, every aspect of life is well addressed at Yee Hong.