



**Yee Hong Centre  
For Geriatric Care**

頤康中心



**Yee Hong Community  
Wellness Foundation**

頤康基金會



# Synergy for Optimal Care

## 同心協力 再創佳績

2014-2015 Annual Report 年報





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## Message 獻辭



Enabling seniors of different cultural backgrounds to live their lives in the healthiest, most independent and dignified way is a goal that Yee Hong Centre for Geriatric Care has pursued since opening our first long term care home in 1994. We continue to seek innovative ways of meeting the growing demand for culturally appropriate senior care, and this year we are again proud of our achievements.

We developed the Care-Learning Platform to disseminate our materials online, enabling caregivers to gain knowledge and skills at their own pace, and allowing us to reach out to the Chinese community outside of Toronto.

In partnership with Professor Ka Tat Tsang at the University of Toronto, we also developed our theory that play stimulation can improve functioning, and introduced play intervention activities for our dementia clients with associated caregiver education.

Accountability, performance and transparency are core values of Yee Hong. Our continued commitment to quality was evident as we placed in the top 25% of all long term care facilities in Canada, according to the inaugural survey of the Canadian Institute for Health Information.

Our pursuit of quality improvements and safety continues. All four long term care homes successfully passed stringent reviews by the Ministry of Health and Long Term Care under a new Resident Quality Inspection Program, thanks to our most valuable asset – our dedicated and loyal staff.

As public funding for the health service sector as a whole in Ontario becomes increasingly scarce, Yee Hong is under pressure to do more with less. Through diligent stewardship and collaborative spirit, Yee Hong Centre has been able to continue service levels and report yet another small budgetary surplus.

The Board of Directors approved a comprehensive government and stakeholder relations strategy, which laid out how Yee Hong will champion the needs and interests of minority communities, and strengthen the role of the Centre as an ethical and responsible corporate citizen. Next year, the Centre will have a new 5-year strategic plan that will guide us as we continue to impact and be a fully engaged partner in the Ontario Health System.

Eric Hong  
Yee Hong Centre Chief Executive Officer  
頤康中心首席行政總監康威

Corinne Wong  
Yee Hong Centre Board Chair  
頤康中心董事會主席黃美好

1994年，頤康第一家長期護理中心成立，一直以來，我們追求的目標是使不同文化背景的長者都能過著最健康、獨立及有尊嚴的生活。為了滿足不斷增加的服務需求，我們繼續尋找創新的方法來提供切合文化需要的長者護理，今年，我們再為頤康的成就感到自豪。

我們開發了關顧者學習平台，透過互聯網把長者護理教材帶到多倫多華人社區以外的地方，讓關顧者可按自己的步伐，學習護理知識和技能。

我們與多倫多大學的曾家達教授合作發展了一套理論，通過遊戲來刺激失智症長者學習新的技能，改善他們多方面的能力，同時為他們制訂了「至親智樂」遊戲訓練活動，並把關顧者教育結合一起。

頤康的核心價值是勇於承擔、追求卓越表現及保持高透明度。今年，所有長期護理中心首次向加拿大健康研究所提交表現數據，結果，頤康的表現名列前25%之內，證明了我們對優質護理的堅持。

我們在服務質素及安全方面繼續求進，頤康四所長期護理院均成功通過安省衛生及長期護理廳，新一項的住客質素審查計劃中的嚴格評核。這都是歸功於我們對工作充滿熱忱及盡忠職守的員工，他們確實是頤康最重要的資產。

由於安省衛生部門整體的政府資助越來越缺乏，頤康只好運用緊縮的資源來提供更多服務，憑著管理層的努力不懈及團隊合作精神，中心能夠保持一貫服務水平，並再次錄得少量的盈餘。

董事會已通過一項完整的管治及持份者關係策略，制定出頤康如何維護少數族裔社區的需要和利益之計劃，及加強中心作為有道德及負責任的企業公民角色。明年，新一套為期五年的策略計劃將主導中心的發展，同時頤康將繼續保持在安省衛生系統中的影響力及積極與其他醫療伙伴合作。

## Message 獻辭



Yee Hong is all about people. The people we care for, the people we help, the people we work with. It is through the collective efforts of many people over the last 20+ years that Yee Hong has become synonymous with excellence in geriatric care.

It is the people we care for who inspire us to continue to develop our services, such as the new Palliative Care program that aims to ease suffering and uphold dignity for our residents at the end of life, and redouble our collaborative efforts with Local Health Integration Networks, like the support teams that provide timely medical care to avoid unnecessary and stressful hospital transfers.

It is the people we help who encourage us to innovate new ways of outreach, such as the online Care-Learning Platform which provides video and written resources, available in English, Cantonese and Mandarin, to caregivers for free.

It is the people we work with who enable us to place in the top quartile of all long term care facilities in Canada in terms of quality and safety, according to the Canadian Institute for Health Information. That's why a few of Yee Hong's frontline workers are featured on the cover of this year's Annual Report, representing the joint efforts of 1200 staff members and over 1000 volunteers.

And it is people like you who support us in our mission to deliver the highest quality of care, through the generous contributions of our donors and the tireless efforts of our volunteers. It is our people who are the keys to Yee Hong's success.

But we cannot rest on our laurels. We need your support to raise the necessary funds to keep Yee Hong operating and innovating, to find new and better ways to keep our seniors healthy and happy, to continue to set the pace for culturally appropriate senior care in Canada.

Come and be a part of the Yee Hong story.

Dr. Joseph Y.K. Wong  
Yee Hong Founder and  
Foundation Board Chair  
頤康創辦人及基金會主席王裕佳醫生

Stephen Siu  
President of Yee Hong Community  
Wellness Foundation  
頤康基金會總裁蕭顯揚

頤康是以人為先的機構，無論是被照顧的長者，受惠於社區服務的朋友，或是一起工作的同事，20多年以來，全憑大家的共同努力，頤康才能成為優質長者護理的典範。

受頤康照顧的長者，是您啟發了我們繼續開發新的服務，例如是善終與臨終護理服務，減低長者所承受的痛苦，讓他們有尊嚴地渡過人生最後的旅程。此外，為了能讓長者在護理院裡接受及時的治療，我們着力與地方醫療聯網合作，發展支援隊伍，避免不必要地把長者送到醫院急症室，而對他們造成壓力。

受惠於頤康社區服務的朋友，是您給予的支持，使我們能在社區中擴展創新的服務。例如網上關顧者學習平台，為關顧者提供免費英文、廣東話及普通話視頻及資訊。

頤康的同事，是您們的努力，使我們能夠成為優秀的長期護理機構。根據加拿大健康資訊研究所在服務質素及安全兩方面的數據，頤康的排名均在前25%。因此，我們以前線工作人員作年報封面的主題，代表著頤康今天的成就是1,200名員工及超過1,000名義工攜手努力的成果。

是您對我們的支持，善長慷慨的捐助及義工的努力不懈，使我們能夠延續使命，為長者提供最高質素的護理。你們每一位都是頤康成功的關鍵。

但我們不會因此而停步，我們需要更多的支持，才能集合所需資金來維持頤康的運作及進行改革，尋找嶄新及更佳的方法令我們的長者健康快樂地生活。你的支持，更加能夠令頤康繼續為加拿大切合文化的長者護理服務領航。

請加入我們的行列，成為頤康的一份子!



# Vision & Mission 願景與使命

## Vision 願景

Yee Hong is a caring community where seniors and others enjoy the highest quality of life. We raise the standard in long-term care and effect a positive impact on the global health care system by seeking to be the model of excellence in culturally appropriate geriatric care. We take pride in being a provider of choice and an employer of choice.

締造一個充滿關懷愛護的環境，讓長者過著最高質素的生活。發展適合不同文化背景的長者護理服務，使頤康成為長期護理服務的典範，對全球保健體制作出正面的影響，以能成為長者的首選護理機構和業界的首選僱主為榮。

## Mission 使命

With strong roots in the Chinese Canadian community and our respect for seniors, we enable seniors of different backgrounds and needs to live their lives to the fullest – in the healthiest, most independent and dignified way.

We provide a continuum of culturally and linguistically appropriate care to seniors of Chinese origin. Further, we provide culturally and linguistically appropriate long-term care services to seniors of other cultural backgrounds within the capacity of the centre.

We achieve our mission through

- A governance system that is both visionary and accountable;
- A rewarding work environment that fosters personal growth, respect and appreciation amongst our employees and maintains positive employee relations;
- Nurturing partnerships and building community capacity by modeling culturally appropriate care, sharing knowledge, and providing incubator opportunities;
- Our many trained, compassionate and caring volunteers;
- Continuous improvement, innovative approaches and being fiscally responsible to our stakeholders and donors;
- Advocating, facilitating community development and education for seniors and others.

頤康紮根於華人社區，本著敬老精神，使不同文化背景及需要的長者都能過著最獨立、健康及有尊嚴的生活。我們提供連貫性、適合不同文化及語言需求之服務予華人長者。並在能力範圍內，以同樣的原則將長期護理服務延伸至其他族裔社群，包括日本、南亞、菲律賓、越南、葡萄牙及韓國。

實踐使命的途徑：

- 確立一個有遠見及重視問責之監察體制。
- 營造一個互相尊重和可以不斷提升員工質素資歷的工作環境；並與僱員建立積極和諧的關係。
- 透過發展切合不同文化的護理院模式和知識交流，孕育不同的合作伙伴，從而在社區內發揮更大的潛能。
- 感染和凝聚一群充滿愛心和受過培訓的義工，讓他們繼續發揮無私的敬老護老精神。
- 在不斷創新和改進的同時，要堅守嚴謹的財務原則，務求不負所有頤康的支持者和善長所托。
- 倡導和促進社區發展，並為長者及其他人士提供學習有關護理常識的機會。



# Excellence in Quality Care

## 優質服務

# Accreditation with Exemplary Standing

## 全面認證及模範榮譽

In October 2012, all four Yee Hong Centres received Accreditation with Exemplary Standing for 2012-2016 – the highest honour and recognition awarded by Accreditation Canada for an organization's commitment to Quality and Excellence. This is the sixth consecutive time that Yee Hong Centre has received full accreditation since it began operation in 1994.

2012年10月，四所頤康中心均獲加拿大衛生服務鑑證機構 Accreditation Canada 頒授 2012-2016 年全面認證及「模範榮譽」；這是該機構表揚頤康致力於高品質和卓越服務的最高榮譽，也是頤康自1994年開辦以來連續第六次獲得認證。





## Yee Hong Centre – Scarborough McNicoll 頤康士嘉堡麥瀝高中心

This year, we continued to strive for quality improvement in the care and service programs for our residents. In particular, the Palliative Care and End of Life Program respects the resident's rights to choose, and aims to improve quality of life through a holistic approach to meet the physical, emotional, social and spiritual needs of the residents.

We worked with a Palliative Pain and Symptom Management Consultant to enhance staff knowledge and skills, and established a Palliative and End of Life Core Team that includes frontline workers and professional staff. We adopted best practices in providing care and support to residents going through the last stage of their life journey, which has resulted in very positive feedback from residents' families.

Moving forward, we'll continue our commitment and compassion for our residents so that they enjoy the highest quality of life.

今年，我們在長者護理及服務，特別在善終及臨終服務方面繼續努力求進，我們的目標是尊重院友選擇的權利，透過全面的護理來提高他們的生活質素，滿足他們生理、情感、社交及心靈上的需要。

我們與善終疼痛及症狀管理顧問聯手合作，提升員工的知識和技能，並集合了多個前線和專業人員，成立了一個善終及臨終護理服務的核心團隊。我們應用「最佳實踐」的護理經驗，為走進人生旅程最後階段的院友提供照顧及支持，這服務獲得院友家人的正面評價。

展望未來，我們將堅守對院友的承諾，繼續愛護他們，讓他們過著最高質素的生活。

**Teresa Ku, Executive Director**  
**Yee Hong Centre – Scarborough McNicoll**  
頤康士嘉堡麥瀝高中心行政總監顧敏素

“Our goals for the [Palliative Care and End of Life] program are to respect resident's rights of choices and decisions, to improve quality of life through a holistic care approach”



「我們(善終及臨終護理服務)的目標是尊重院友選擇的權利和決定，透過全面的護理，來提高他們的生活質素。」

## Yee Hong Ho Lai Oi Wan Centre – Markham 頤康萬錦市何黎靄雲中心

Min Dun Ho is a proud university student at the tender age of 83. She is enrolled at Yee Hong University at Ho Lai Oi Wan Centre, which is not actually a new post-secondary education institution, but a comprehensive program of activation classes, complete with attendance-taking and homework.

Min Dun and her fellow students are all in their 80's and 90's, some of whom are in wheelchairs or require walkers. But their enthusiasm for school, which features mental and physical exercises, is not at all affected by their physical limitations. They have even formed their own study groups and attend after-school tutorials.

When they proudly show off their student IDs and their assignments to families and visitors, their joy and smiles are so contagious. For seniors whose education was interrupted by war, a lack of opportunity or any other circumstance, enrolling in Yee Hong University is like a dream come true!

何敏端今年83歲，是頤康大學裡一位年輕的學生，她以此為傲。她入讀的頤康大學並不是正式的教育機構，不過它有全面的活動教學，學生亦需要計算出席率和交功課。

敏端及她的同學都是80多歲，甚至90多歲的長者，當中有些需要坐輪椅及使用輔助步行車。可是，這無損她們對學習的熱誠，課堂上主要的腦筋鍛鍊及運動練習，都不會因他們身體上的限制而受影響。他們組織了學習小組，更會出席課後的補習班。

每當她們驕傲地向家人和訪客展示自己的學生證及功課時，都會流露出充滿感染力的快樂笑容。有些長者因戰事及當時社會時勢而錯過了讀書的機會，入讀頤康大學，對他們來說可謂是夢想成真。

**Amy Go, Executive Director**  
**Yee Hong Ho Lai Oi Wan Centre – Markham**  
頤康萬錦市何黎靄雲中心行政總監吳婷婷

“For seniors whose education was interrupted by war, a lack of opportunity or any other circumstance, enrolling in Yee Hong University is like a dream come true!”

「有些長者因戰事及當時社會時勢而錯過了讀書的機會，入讀頤康大學，對他們來說可謂是夢想成真。」



## Yee Hong Centre – Mississauga 頤康密西沙加中心

The Nursing Restorative Care program at Mississauga Centre aims to maximize our residents' physical functions, improve their independence and increase their self-esteem. Led by our nursing staff and run by our Restorative Care Aides, the program has seen a five-fold increase this year in the number of residents with poor mobility who have gained strength and independence.

We conduct vigorous assessments of residents to identify specific areas for improvement in order to target our interventions. There are regular evaluations and re-assessments to gauge the improvements in physical functions of our residents in this special program.

One wheelchair-bound resident had a fractured hip and required extensive assistance in locomotion. After 3 months on the program, she now can walk with a walker, requiring minimal supervision. Another resident who fell as much as 4 times in a month, has not had a fall after only two months on the program.

密西沙加中心的恢復護理計劃目標是盡可能增加院友的活動能力，令他們更獨立和有自信。在護理員帶領，及在恢復護理人員的協助下，因此計劃而重獲力量和獨立能力的院友，今年增加了五倍。

我們積極為院友進行評估，找出可改進的地方，並作針對性的改善。我們亦有為參與這個特別計劃的院友進行定期評估和重新檢查，以測試他們的身體機能改善情況。

中心內一位坐輪椅的院友因髖部骨折，移動時需要百份百依靠別人的協助。她參與計劃的三個月後，現在能夠在幾乎沒有監管的情況下，使用輔助步行車走路。另一位院友曾最多在一個月內跌倒四次，參加計劃兩個月後便一直沒有再跌倒了。

**Maureen Lynn, Executive Director**  
Yee Hong Centre – Mississauga  
頤康密西沙加中心行政總監林慕蓮

「恢復護理計劃幫助移動及活動能力較弱的院友，今年因計劃而重獲力量和獨立能力的院友增長了五倍。」



“This year, the Nursing Restorative Care program has seen a five-fold increase in the residents with poor transfer and mobility who have gained strength and independence.”

## Yee Hong Centre – Scarborough Finch 頤康士嘉堡芬治中心

It is always a blessing when someone dies at home with relatives and friends around them and caregivers supporting both the individual and the family. At Yee Hong Finch, we encourage resident and family engagement in decision-making regarding palliative and end of life care.

In the past year, we have advanced the development of a palliative and end of life program that delivers individualized care to prevent suffering and provide relief, while promoting dignity and comfort for our residents at the end of life. We focus on quality of life and symptom control through an interprofessional approach that addresses specific physical, emotional, social, cultural and spiritual needs.

Families are encouraged to participate in the resident's care, while properly-trained staff and volunteers follow our holistic and compassionate approach to resident-centred care and encourage a supportive network amongst residents, family, staff and volunteers.

人在臨終時，能在家中，有親人、朋友在身旁陪伴，並得到護理人員從旁支持自己和家人，這是一份福氣。在頤康士嘉堡芬治中心，我們鼓勵院友和其家人共同參與善終和臨終護理的決策及安排。

去年，我們提升了善終及臨終護理計劃，透過個人化的護理，為院友免除或舒緩臨終時的痛苦，令他們有尊嚴及舒適地渡過最後的日子。我們專注於提升院友的生活質素，亦有專業護理團隊負責症狀控制，從而滿足院友在身體、情緒、社交、文化、心靈及宗教上的需要。

我們鼓勵院友的家人一同照顧長者，同時，我們受過正式訓練的職員及義工會跟從全面及「以院友為本」的護理方向，營造一個院友、家人及義工互相扶持的環境。

**Mary Lou Ip, Executive Director**  
Yee Hong Centre – Scarborough Finch  
頤康士嘉堡芬治中心行政總監Mary Lou Ip



“It is always a blessing when someone dies at home with relatives and friends around them and caregivers supporting both the individual and the family.”

「人在臨終時，能在家中，有親人、朋友在身旁陪伴，並得到護理人員從旁支持自己和家人，這是一份福氣。」



## Yee Hong Centre – Social Services

“Yee Hong’s mission is to help seniors live their lives to the fullest. I feel happy and privileged that our community services empower our clients and family caregivers to improve their quality of life.”

「頤康的使命是幫助長者過豐盛的晚年生活，我們的服務能幫助使用者及關顧者提升他們的生活質素，我感到非常高興及榮幸。」

Yee Hong’s Social Services Division provides a wide range of programs and services to almost 15,000 seniors annually, helping them to maintain independence and dignity while meeting their physical, emotional, social and spiritual needs.

Like our long term care homes, our community-based services are based on a holistic approach to client-centred care. Programs such as the Adult Day Program and the Congregate Dining Program are designed to promote social integration and quality of life, and counter the sense of isolation and loneliness common among seniors.

With tremendous support from more than 1,000 volunteers, our team is able to reach a broad client base in various locations around the Greater Toronto Area. From home support services and active seniors’ programs to transportation services and caregiver education, Yee Hong continues to lead the way in providing a full spectrum of culturally and linguistically appropriate care to our seniors and their families.

頤康社會服務部每年為接近15,000名長者提供多元化的項目及服務，滿足他們生理、情感、社交上的需要，幫助他們保持獨立及有尊嚴地生活。

如我們的長期護理院一樣，頤康中心社會服務部在社區內提供全面及「以人為本」的服務。長者經常感到孤獨和寂寞，項目例如長者日間服務及親善探訪，能幫助長者融入社會，提升生活質素。

全賴1,000名義工的大力支持，我們的團隊能把服務帶到多個大多倫多的地區，由家居支援服務，活力長者活動，到交通服務及關顧者教育服務，頤康繼續領先，為長者及其家人提供連貫式，切合文化及語言需要的照顧。

**K.Y. Liu**  
**Executive Director of Social Services**  
**Yee Hong Centre for Geriatric Care**  
頤康中心社會服務行政總監廖廣源





# Continuum of Care and Services

## 連貫式護理服務

### Senior Housing

#### Toronto

Yee Hong Aw Chan Kam Chee Evergreen Manor (130 units)

Yee Hong Garden Terrace (308 life lease units)

Seneca Towers (60 units with support services)

Wishing Well Manor (50 units with support services)

Villa Elegance (130 units)

#### Mississauga

Coral Place (32 units with support services)

#### Support Service

- 24-hour Medical Emergency Response
- Homemaking Support
- Personal care
- Activation
- Health Monitoring

### Community Care

#### Programs

- Adult Day Program – Post-stroke and Alzheimer
- Congregate Dining – Frail, isolated seniors
- Chronic Disease Self-Management and Prevention
- Active Senior Program

#### Support Services

- Client Intervention & Case Management
- Caregiver Education & Support Services
- Transportation
- Friendly Visiting
- Security Checks
- Meals on Wheels
- Volunteer Development
- Advocacy
- Community Education
- Cancer Support Group
- Bereavement Support Group

### Medical Service

#### Clinics

- Cardiology
- Chiropractic
- Dermatology
- Endocrinology
- Family Medicine
- Geriatric Medicine
- Internal Medicine
- Memory
- Podiatry
- Psychiatry
- Rheumatology
- Urology

### Long-term Care Home

(805 beds)

K.C. Poon Nursing Home, Scarborough McNicoll (155 beds)

Ho Lai Oi Wan Centre, Markham (200 beds)

To Heung Chan Nursing Home, Scarborough Finch (250 beds)

Mississauga (200 beds)

#### Program

- 24/7 nursing care with access to physician
- Onsite access to medical specialists
- Dietetic counseling
- Peritoneal dialysis
- Dementia care
- Social work counseling
- Spiritual and Religious Care
- Physiotherapy, occupational therapy, recreation, religious, music and pet therapy

### 長者房屋

#### 多倫多

頤康胡陳金枝松柏新邨 (130單位)

頤翠園 (308終生租約單位)

辛力加大廈 (60單位附設支援服務)

好望大廈 (50單位附設支援服務)

雅樂居

(130單位)

#### 密西沙加

加樂樓 (32單位附設支援服務)

#### 家居支援服務

- 24小時緊急救護回應
- 家務助理
- 個人護理
- 文娛康樂活動
- 健康促進服務

### 社區服務

#### 耆老日間服務

- 中風康復者及失智症患者

#### 半日消閒活動

- 體弱、孤單的長者

#### 長期病患自我管理及預防

#### 活力長者及外展服務

#### 支援服務

- 個案輔導服務
- 護老教育及支援服務
- 交通接送服務
- 親善探訪
- 安全檢查
- 送餐服務
- 義工支援
- 權益代言
- 社區教育
- 癌症互助小組
- 釋懷互助小組

### 醫療服務

#### 診所

- 家庭醫生
- 老人科
- 記憶力
- 內科
- 內分泌科
- 心臟科
- 泌尿科
- 風濕關節科
- 皮膚科
- 足部護理
- 足病治療
- 心理治療

### 長期護理中心

(共805床位)

士嘉堡麥瀝高潘鑑清護理院 (155床位)

萬錦市何黎靄雲中心 (200床位)

士嘉堡芬治杜香產護理院 (250床位)

密西沙加中心 (200床位)

#### 服務

- 24小時護理及主診醫生緊急應診
- 專科醫生應診
- 餐單設計及營養諮詢
- 腹膜透析洗腎
- 失智症護理
- 社工輔導
- 心靈關顧啟導服務
- 物理、職業、社交、康樂、寵物、音樂治療及宗教活動

Financial support for some Yee Hong services and programs are provided by the Local Health Integration Networks (LHINs), Government of Ontario, Ontario Trillium Foundation and Yee Hong Community Wellness Foundation.

部份頤康服務及項目由地區醫療聯網、安省政府、安省延齡草基金及頤康基金會資助。

## Provider of Choice 首選服務機構

We deliver culturally appropriate and client centred care to ensure that our residents enjoy the highest quality of life in the safest environment.

我們提供切合文化及「以人為中心」的護理服務，令長者在最安全的環境下過最高質素的晚年生活。

"I have been a resident of Yee Hong McNicoll for 3 months now. I feel the love and the care in a secured environment, all due to the tremendous effort of Julia's health care team. No amount of money can buy such good long-term care."

「我住在頤康已經有三個月了，全靠朱姑娘及她的護理團隊的努力不懈，令我在這個安全的環境下感受到愛和關懷，這樣優質的護理，是用金錢買不到的。」

**Kenneth Fong**

**Resident of Yee Hong Centre – Scarborough McNicoll**

頤康士嘉堡芬治中心院友方堅民



"Dad flourished under the excellent care he received and warm friendships shared with staff, fellow residents and their families and volunteers. Many highlights of his life took place at Yee Hong. We are forever grateful to everyone for giving Dad ten-plus happy golden years."

「父親住在頤康的期間得到無微不至的照顧，與護理人員、院友及他們的家人成為好友，大家打成一片，在這裡可找到他人生一個又一個重要的里程碑。我們十分感激頤康的所有員工，讓父親十多年的黃金歲月過得如此快樂。」

**Louise and Norma Takahashi**

**Family members of Resident at Yee Hong Centre – Scarborough Finch**

頤康士嘉堡芬治中心院友家屬Louise及Norma Takahashi



"It is a blessing that my wife could come to Yee Hong. It is truly a miracle seeing her recover."

「太太能夠入住頤康是上天的恩賜，看見她的健康一天比一天進步，真是一個奇跡。」

**Kenneth Chan**

**Family member of Resident at Yee Hong Ho Lai Oi Wan Centre**

頤康何黎靄雲中心院友家屬陳一駒



"Not being able to walk is the biggest challenge that I've ever faced in my life. With the help of Yee Hong, I hope I can walk by myself again."

「雙腳不能走路是我人生中面對最大的挑戰，在頤康的協助下，希望我能再次走起路來。」

**Mr Man King Chiu, Resident of Yee Hong Centre – Mississauga**

頤康密西沙加中心院友文景超



"There's a huge huge change for my Dad. His face is glowing now. When he first arrived here, he was in a very very poor state. There is a lot of hope for him now."

「當初父親入住頤康的時候，他的情況很不樂觀，現在他臉色紅潤，而且健康有很大的改善，他對將來充滿希望。」

**Colleen Man, Daughter of Mr Man**

文景超的女兒文嘉欣



## CIHI Statistics

### 1 Falls 跌倒

Falls can have serious consequences for elderly persons, from fear and reduced mobility to injury and even death.

The average monthly fall rate in an Ontario nursing home is 14.2%; at Yee Hong Centre, the average is 9.3%.

長者跌倒可引致非常嚴重的後果。長者跌倒輕微的會造成心靈上的恐懼、日常活動能力下降、受傷，嚴重的會導致死亡。

安省長期護理院每月平均的跌倒意外比率是14.2%，頤康中心的比率只有9.3%。

### 2 Use of Restraints 使用約束工具

Use of restraints can lead to injury and falls, and can increase confusion and agitation.

The average use of daily restraints in an Ontario nursing home is 8.9%, compared to 3.0% at Yee Hong Centre.

使用約束工具有機會令長者受傷、跌倒及產生困擾及焦慮的情緒。

頤康中心日常使用約束工具的比率只有3%，比安省長期護理院的8.9%為低。

### 3 Worsened Pressure Ulcer 褥瘡惡化程度

Pressure ulcers are often painful, and can lead to infection and other complications.

An average of 3% of residents in an Ontario long-term care home reported worsened pressure ulcers, which is twice as high as the rate at Yee Hong Centre (1.5%).

褥瘡一般都會造成痛楚，引致發炎及其它併發症。

安省長期護理院平均有3%的長者有褥瘡惡化的情況，在頤康中心，這個情況比較少，只有1.5%。

### 4 Potentially Inappropriate Use of Antipsychotics 不當使用抗精神藥物

Antipsychotic use is associated with side effects such as sedation and movement disorders and even premature death.

The average rate of potentially inappropriate antipsychotic use in Ontario nursing homes is 30.6% vs. 19.2% at Yee Hong Centre.

抗精神病藥物的副作用包括精神呆滯、不自主的動作及過早死亡。

安省長期護理院不當使用抗精神藥物的潛在可能性為30.6%，而頤康中心只有19.2%。

### 5 Worsened Depressive Mood 抑鬱情緒惡化

Residents with symptoms of depression often experience significant medical, social and quality of life challenges.

An average of 25.9% of Ontario long-term care residents reported depressive symptoms that got worse over time, compared to just 4.1% at Yee Hong Centre.

面對健康、社交、生活質素的挑戰，容易令長者有抑鬱症狀。

頤康中心抑鬱情緒惡化的比例只有4.1%，大大低於安省長期護理院平均的25.9%。

### 6 Experiencing Pain 痛症

Pain can have a significant impact on quality of life, function and mood, and should not be considered a normal part of aging.

An average of 7.9% of Ontario long-term care residents experienced moderate to significant levels of pain, compared to only 3.2% at Yee Hong Centre.

痛症對長者的日常生活，生活質素及情緒造成極大影響。長者的痛症是不應被視為正常的衰老過程。

安省長期護理院平均有7.9%的長者身體感到中等及嚴重的痛楚，頤康中心的比率只有3.2%。

Data from The Canadian Institute of Health Information  
資料來源:加拿大健康資訊研究所



## Employer of Choice 首選僱主

We believe that our greatest resource is our staff. We foster a nurturing environment to support, develop and retain our staff, and attract the best recruits.

我們相信員工是最重要的資源，我們促進一個互相扶持的工作環境，為他們提供支援、培訓的機會，致力保留現有員工，並吸納新的人才。

"I like my job because it is very challenging. All seniors are different in their ability, cultural and language backgrounds. I need to be creative in planning activities that can keep them engaged."

「我很喜歡充滿挑戰性的工作。由於所有長者的能力、文化和語言背景都不同，所以在計劃活動時，必須要有創意，才能吸引他們參與。」

**Ms Yang, Activation Worker of Yee Hong Ho Lai Oi Wan Centre – Markham**  
萬錦市頤康何黎靄雲中心楊姑娘



"I have benefited enormously from the professionalism, teamwork, commitment and excellence demonstrated by my colleagues at Yee Hong. The cultural experience at Yee Hong has been very enriching for me; never at one time did I feel as an outsider but always as part of the Yee Hong family."

「我在頤康的同事身上學到專業、團結、勇於承擔及追求卓越的精神。在頤康工作的日子，我能感受到這裡的多元文化，我時時刻刻都感覺到自己是頤康大家庭的一份子，從沒有陌生的感覺」。

**Tina Ladu, Past employee of Yee Hong**  
前頤康中心員工



## 2015 Employees Survey Results Highlights 員工問卷調查

More than one-third (34.4%) of the staff has worked at Yee Hong for at least 11 years.  
超過三分之一(34.4%)員工在頤康工作了11年或以上

**80.1%** of respondents are proud to tell others that they are part of Yee Hong.  
員工為作為頤康的一份子而感到自豪

**85.5%** of respondents said they received the training they need to do the job well.  
員工表示在頤康得到所需的培訓

**82%** of respondents feel they can balance family and personal life with work.  
員工表示能夠在家庭 / 個人生活和工作之間取得平衡

**98.2%** of respondents would recommend Yee Hong to friends and family who require care.  
員工表示會向需要護理服務的朋友和親人推薦頤康

"As an Employer of Choice, we value the feedback and views from our staff, they help to ensure we build the most rewarding work environment and ultimately enhance client services."

「作為首選僱主，我們非常重視員工的意見和看法，因為這能幫助我們建立更有成就感的工作環境，以致提高長者服務的質素。」

**Eric Hong**  
**Chief Executive Director**  
**Yee Hong Centre for Geriatric Care**  
頤康中心首席行政總監康威



(Figures from 2015 Employees Survey Results. The surveys had over 81% participation rate.)  
(資料來自2015員工問卷調查。問卷調查的員工參與率達81%)



## Highlights of Programs and Services 項目及服務

### Care-Learning Platform 關護網學習平台

Ada Poon has been caring for her husband for more than 13 years, after he started suffering from dementia. Through Yee Hong's new Care-Learning Platform (CLP), Ada can develop new skills as a caregiver and deepen her knowledge and understanding of her husband's condition, all at her own convenience.

Launched in November 2014 by Yee Hong's Caregiver Education and Resource Centre with funding from the Central Local Health Integration Network, the CLP is an innovative online tool that aims to improve the patient experience by developing the caregiver's capacity to support and care for their loved ones. Free videos and written resources are available in English, Cantonese and Mandarin to patients and caregivers in the community.

"After spending some time every week watching and rewatching the Care-Learning video clips, I have learned new skills and techniques, as well as various social, physical, psychological, and emotional needs of both caregiver and care-receiver," Ada said. "Care-Learning has enriched my knowledge and confidence as a caregiver, but more importantly, I can now provide better care to my husband."

Visit <http://carelearning.yeehong.com> to learn more about Yee Hong's Caregiver Education and Support Services.

潘紫蓮在丈夫患上失智症後，13年來一直擔起照顧他的責任。透過頤康新推出的關護網學習平台，她能隨時隨地學習到照顧者所需的技巧，增進護老知識，令她更了解丈夫的情況。

2014年11月，頤康護老教育及資源中心獲安省中區醫療服務聯網(CLHIN)資助，推出創新的「關護網學習平台」，透過互聯網向照顧者提供支援，幫助他們照顧自己身邊有需要的親人，從而令長者得到更好的護理。免費視頻及教材分別有英語、粵語及普通話版本，可供社區有需要人士及照顧者使用。

「每週我都花上一些時間，重覆地看關護網學習平台的短片。我學習到很多新的技能和護老技巧，以及了解到照顧者及被照顧者的社交，身體，情緒和心理需要。」潘紫蓮說：

「關護網學習平台的確使我學習到照顧長者的知識，亦增強了我的信心，最重要是現在我能給我的老伴更好的照顧。」

如想了解更多有關頤康照顧者教育及支援服務，可瀏覽：<https://carelearning.yeehong.com>網頁。

### Assisted Living and Supportive Housing 家居支援服務

Ms. Helena Butt lives at Yee Hong Garden Terrace, a life lease senior housing development in Scarborough. After returning home from surgery, she received essential support services to aid her recovery.

Yee Hong's Assisted Living and Supportive Housing programs provide high-risk seniors with services in their homes such as personal care, home making, security checks and care coordination, so that they can cope with daily activities and continue to live independently in the community. The programs enable seniors to live safely at home and reduce unnecessary admission to long-term care homes, emergency departments or hospitals.

"Because I am not strong enough to walk by myself after the surgery, the home support workers will come visit me every two hours to help me to move safely in and out the bathroom," said Ms. Butt. "I don't have to worry about falling again when they are here. I really appreciate their help."

Funded by local LHINs, Yee Hong's Assisted Living and Supportive Housing programs are available at Yee Hong Aw Chan Kam Chee Chinese Evergreen Manor, Seneca Towers, Wishing Well Manor, Villa Elegance, Coral Place, Yee Hong Garden Terrace and designated neighbourhoods.

畢煥文住在位於士嘉堡的終生租約式長者大廈—頤翠園。當她接受手術後，在家中康復期間獲得家居支援服務的協助。

頤康家居支援服務為一些高危長者提供服務，包括：個人照顧，家務助理，安全查訪及照顧統籌，使他們的日常起居得到妥善的照顧，可以繼續在社區內過獨立的生活。此項服務目的是讓長者能夠在家安老，延緩入住長期護理院的需要及避免不必要地使用醫院服務。

畢煥文說：「自手術後，我身體仍然很虛弱，不能自己走路。於是家居支援服務員每隔兩小時便會探訪我，扶我進出洗手間。有他們在身邊，我便不擔心會再跌倒了。我衷心感謝他們的幫助。」

由地方醫療聯網撥款(LHIN)資助，頤康的家居支援服務地點包括：頤康胡陳金枝松柏新邨、辛力加大廈、好望大廈、雅樂居、加樂樓、頤翠園。



"Care-Learning has enriched my knowledge and confidence as a caregiver, but more importantly, I can now provide better care to my husband."

Ada Poon,  
Care-Learning  
Platform user

「關護網學習平台的確使我學習到照顧長者的知識，亦增強了我的信心，最重要是現在我能給我的老伴更好的照顧。」

關護網學習平台用家  
潘紫蓮



"The home support workers provide me personal care as well as emotional support."

Ms. Helena Butt  
Yee Hong Garden  
Terrace Resident

「家居支援服務員為我提供個人護理服務及情緒上的支持。」

頤翠園住客  
畢煥文女士

## Highlights of Programs and Services 項目及服務

### Managing Sexuality and Intimacy Issues Among Seniors 關顧長者性與親密關係需要

Sexuality and intimacy among seniors are often viewed as a taboo topic, especially in certain cultures. However, sexuality and intimacy are a part of life at all stages of adulthood, although they are routinely overlooked during our golden years.

Yee Hong Centre for Geriatric Care and Professor Ka Tat Tsang, from the University of Toronto's Factor-Inwentash Faculty of Social Work, jointly produced "Managing Sexuality and Intimacy Issues among seniors", a book about the holistic quality of life of seniors under care, after recognizing the need to address this issue.

The collaboration also included a training day conducted for professional health care workers, to help them manage sexuality and intimacy issues of seniors being cared for at home as well as in institutions.

性與親密關係對長者而言仍被視為禁忌和難於啟齒，而這種觀念在一些較為保守的社區中尤其明顯。性與親密關係是每個人與生俱來的本性和需要，但在長者的黃金歲月裡往往卻被忽視。

頤康中心聯同多倫多大學社會工作學院曾家達教授合作出版「關顧長者性與親密關係需要」一書，內容是關於在照顧長者時，如何適當地關顧長者在性與親密關係的需求，為長者創造更豐盛的晚年。

此外，為配合新書的出版，頤康中心及曾教授合作為專業護理人員舉辦了一個全日訓練課程，幫助他們在照顧住在家中或護理院中的長者時處理這方面的問題。

"No one can claim he or she is impervious to care and love. When we recognize this as a basic human need and extend it to the seniors, intimacy will cease to be taboo for any group. Seniors will then become just as entitled as their younger counterparts to seek and actualize all kinds of passions and relationships."

Maria Chu  
Director of Community  
Support Service

「世上沒有人能自誇不需要被關心、被愛；當我們明白這乃是人基本的需要時，便會放下年齡歧視的眼光，讓我們的老年人也可以放心地追求不同層面的親密關係。」

朱陳麗嫦  
頤康中心社區服務總監



## Memory Training and Activity Centre 記憶力訓練活動中心

As dementia gradually turns his world from familiar to strange, Mr. Wong communicates more and more in Mandarin, the language he feels more comfortable with, than other languages. But he is able to cope with his condition, thanks to the effort and care of family members as well as Yee Hong's Memory Training and Activity Centre (MTAC).

Mr. Wong is a very active and happy member of the Mandarin-speaking group at MTAC, where he shares life stories with others and participates in culturally-appropriate activities, including sensory games, brain exercises and leisure activities such as singing Chinese songs and practicing Chinese calligraphy. Since the program is conducted in Mandarin, Mr. Wong enjoys the activities and relates well to the culturally specific contents of the program. "I would not miss the program for anything else," he says.

Mr. Wong previously tried different activities at some English-speaking day programs but he would withdraw after only one or two sessions. His caregiver found that Mr. Wong would talk less and less, and sleep most of the day. But in April 2014, Mr. Wong was referred to the newly-opened Mandarin-speaking group at MTAC and it has made a difference in his life.

Despite the difficulty in getting up early, Mr. Wong gets himself ready for the MTAC shuttle bus every Tuesday morning. Even when there is a time conflict, Mr. Wong insists on attending each session. He is much happier and more talkative nowadays and hopes that MTAC can open more sessions so that he can attend more often.

失智症令黃先生熟悉的世界變得陌生，在多種他懂得的語言當中，他漸漸多用了自己比較習慣的普通話來與別人溝通。全賴家人無微不至的照顧及參與了頤康記憶力訓練活動中心的小組，黃先生能夠克服失智症所帶來的改變。

黃先生是記憶力訓練活動中心國語組內一位活躍及樂觀的成員。在這裡，他與其他組員分享自己的經歷及參與切合文化背景的活動，包括：感觀刺激遊戲、記憶力訓練、唱歌及書法等。因為活動以國語進行，令黃先生參與時更加投入，更有親切感。黃先生說：「我不會因其他事情而錯過參與小組的機會。」

黃先生以往曾參加過以英語為主的日間服務，但他出席一兩次後便退出了。他的關顧者後來發覺他越來越沈默寡言，而且每天大多數時間都在睡覺。2014年4月，黃先生獲介紹到新開辦的頤康記憶力訓練中心國語小組，從此改變了他的生活。

黃先生儘管早上經常不願起床，但他每逢星期二早上都會自動自覺梳洗，乘搭記憶力訓練中心提供的專車出席活動。即使時間上有衝突，黃先生都會堅持參加國語小組。他現在比以前開朗和健談，他更希望記憶力訓練中心能開辦更多活動，讓他可經常參與不同的活動。

"I would not miss the program for anything else."

Mr. Wong  
Mandarin-speaking  
member of MTAC

「我不會因其他事情而錯過參與小組的機會。」

記憶力訓練活動中心  
國語組成員黃先生





## 2014 Community and Medical Services Usage 社區及醫療服務使用2014

	No. of Clients 服務人數	No. of Visits 服務次數
<b>Chronic Disease Self-Management Program 長期病患自我管理課程</b>		
Chronic Disease Self-Management Program (General) 長期病患自我管理課程(基本)	152	807
Parkinson's Disease Self-Management Program 帕金森症課程	15	133
Diabetes Self Management Program 糖尿病課程	22	128
Chronic Pain Self-Management Program 長期痛症課程	110	620
General Leader's Training 基本課程組長訓練	20	76
Diabetes Self-Management Leaders' Training 糖尿病課程組長訓練	9	18
Chronic Pain Self-Management Leader's Training 長期痛症課程組長訓練	13	26
<b>Sub Total 總數</b>	<b>341</b>	<b>1,808</b>
<b>Active Senior &amp; Outreach Program 活力長者及外展服務</b>		
	4,383	85,436
<b>Adult Day Program 耆老日間服務</b>		
General Adult Day Program (Scarborough McNicoll) 綜合日間服務(士嘉堡麥瀝高)	57	3,701
Special Adult Day Program (Scarborough McNicoll) 特殊日間服務(士嘉堡麥瀝高)	55	3,951
Post-Stroke Day Program (Scarborough McNicoll) 年青中風康復者日間服務(士嘉堡麥瀝高)	17	573
Memory Training and Activity Centre (Scarborough Finch) 頤康記憶力訓練活動中心(士嘉堡芬治)	62	2,542
Mississauga Centre Adult Day Program 密西沙加日間服務	67	5,189
Markham Centre Adult Day Program 萬錦市日間服務	64	5,397
<b>Congregate Dining 半日消閒活動</b>		
Toronto & York Region 多倫多及約克區	265	6,565
Mississauga Centre 密西沙加	1,673	3,167
<b>Client Intervention &amp; Assistance 個案輔導服務</b>		
	1,178	2,616
<b>Caregiver Support Services 耆老家庭服務</b>		
	3,086	12,832
<b>CARE Ambassador Program 關懷大使計劃</b>		
	680	4,955
<b>Care-Learning Online Platform 關護網學習平台</b>		
	-	892
<b>Transportation 交通接送服務</b>		
	1,108	43,615
<b>Friendly Visiting &amp; Security Check 親善探訪及安全檢查</b>		
	148	21,822
<b>Scarborough Finch Medical Centre 士嘉堡芬治醫療中心</b>		
	NA	6,042
<b>Memory Clinic 記憶力診所</b>		
	520	1,179
<b>Volunteer Development (Direct service) 義工支援 (直接服務)</b>		
	1,137	98,365 hours/小時 = 50 full time employees/ 全職員工



## Strategic Partnerships 合作伙伴

## Yee Hong Senior Housing Project 頤康長者大廈

### Yee Hong is bringing the life lease senior housing concept to Richmond Hill.

The Yee Hong Garden Terrace – Richmond Hill project will offer over 250 life lease apartment suites, and deliver a safe and supportive environment for seniors to live gracefully with dignity.

Our team has spent over two years meticulously planning the new project. We consulted and surveyed over 400 seniors and their families on the building and design features, unit layout, and common facilities.

Each unit will be equipped with a 24-hour emergency medical response device and a safety motion sensor. Bathroom, kitchen and bedroom designs will provide barrier-free access, and built-in steamers will be offered as an option for healthy and convenient cooking. The building will be equipped with a natural gas generator to provide backup power during power outages.

Residents will also be able to enjoy social and recreational programs tailored to the needs of seniors with varying degrees of capability.

For more information, please call 416-412-4571 ext 3338 or email [rh.gardenterrace@yeehong.com](mailto:rh.gardenterrace@yeehong.com) or visit [www.yeehong.com](http://www.yeehong.com)

**頤康計劃把「終生租約」住宅的概念帶到烈治文山。**概念中的烈治文山頤暉園會提供超過250個「終生租約」式單位，為長者締造優質退休生活。

我們的團隊用了超過兩年時間計劃此全新項目，並專注於每個細節。我們希望為長者提供安全、舒適的居住環境，讓他們能過獨立及有尊嚴的生活，於是我們徵詢了超過400位長者及其家人在大廈、單位設計及公共設施上的意見。

在烈治文山頤暉園，每個單位都會安裝24小時緊急平安鐘及靜止監察系統，另外，洗手間、廚房及睡房會注重採用無障礙設計。為迎合長者健康飲食的需要，每個廚房都會提供一部蒸爐作選擇，方便煮食。頤暉園亦會接駁天然氣發電機可在停電時提供緊急後備電源。

住客於空餘時間亦可參與專為長者而設的社交及康樂活動。

欲知詳情，請致電416-412-4571內線3338或電郵至[rh.gardenterrace@yeehong.com](mailto:rh.gardenterrace@yeehong.com)，或瀏覽 [www.yeehong.com](http://www.yeehong.com)



“I am very happy at YHGT-Scarborough. We speak the same language, and celebrate the traditional festivals together. I used to be so lonely when I lived in a small town with a few Chinese living in the neighborhood. Now I am grateful to be part of a community”

「我十分高興能住在頤翠園，我的左鄰右里言語相通，而且大家一起慶祝傳統節日。以前我住在只有幾個中國人的小鎮裡，感到十分孤獨，現在我能過群體的生活，感到十分愉快。」

Mrs Wong  
Resident at Yee Hong Garden Terrace –  
Scarborough  
頤翠園住客黃太

## Scarborough Hospice Palliative Care Integration Project 士嘉堡善終護理整合計劃

The Scarborough Hospice Palliative Care Integration Project was launched in March 2014 to develop and implement a palliative care services plan that meets the needs of individuals and families in Scarborough. Yee Hong Centre CEO Eric Hong is chairing this collaborative effort with 13 organizations across Scarborough.

The project will ensure:

- Timely and seamless access to services
- Smooth transition among care continuum
- Integration with all partners
- Optimization of system efficiency
- Improving both patient and care provider experience
- Advanced planning of care started at early disease trajectories

Achievements to date include the development of a Scarborough Integrated Hospice Palliative Care Model, an important component of which is the construction of a residential hospice located at Yee Hong Scarborough Finch that will be the only one of its kind in Scarborough.

士嘉堡善終護理整合計劃於2014年3月展開，透過士嘉堡區內13所機構的合作，發展善終護理服務，以滿足士嘉堡的長者及家人的需要。此合作計劃的主席為頤康首席行政總監康威。

計劃的內容包括：

- 令長者及家人適時及持續地獲得所需服務
- 確保連貫式護理服務之間銜接無縫
- 確保合作機構服務的統一化
- 提高系統的效率
- 令病人與關顧者在護理過程中有更良好的感受
- 提升病症早期的預訂護理計劃

計劃當中發展了一套士嘉堡善終護理整合模式，此模式其中一個重要的部份是在士嘉堡頤康中心興建一所善終護理院，建成後這將是士嘉堡區內唯一一所善終護理院。





## Partnership with University of Toronto, Factor-Inwentash Faculty of Social Work

### 頤康中心與多倫多大學社會工作學院的合作計劃



"We are optimistic that this partnership will continue to make significant contribution to innovative knowledge building and program development in the field of senior service."

*Professor Ka Tat Tsang  
University of Toronto*

「我們認為這個合作關係將能繼續於發展長者服務的創新學術研究及項目方面有重大的貢獻。」  
多倫多大學社會工作學院  
曾家達教授

In the past year, Yee Hong Centre has worked closely with the team from Factor-Inwentash Faculty of Social Work of University of Toronto, on implementing the Play Intervention for Dementia (PID) program across all four Long Term Care Homes. Together with the seniors' sexuality and intimacy initiative and the needs study among Chinese seniors, the PID program is a prime example of the fruitful collaboration between Yee Hong and the University of Toronto, combining cutting-edge research and theory with valuable practice wisdom.

Supported by a grant from the Ontario Trillium Foundation, the initiative also included a three-phase training program for Yee Hong staff and external practitioners. The active participation of colleagues from mainstream organizations reflects the growing community profile of Yee Hong.

在過去一年，頤康中心與多倫多大學社會工作學院的團隊緊密合作，在四家長期護理院推出「至親智樂」失智長者訓練。此外，我們聯手開發了「長者性與親密關係」及「華裔長者轉變中的需要」研究，這些都是頤康與多倫多大學的合作下，應用了實用智慧理論所推出的創新研究。

獲安省延齡草基金資助，這些計劃包括三個階段的培訓，讓頤康中心員工及機構以外的人仕參與。這些培訓計劃獲主流機構的員工大力支持，足以證明頤康在社區中越來越為人所認識。

## Avoiding Hospital Visits, Receiving Care at Home

### 「家中護理」避免送院治療

Any injury or illness that could lead to a hospital visit is already traumatic enough, but visiting an emergency room can be emotionally and physically stressful in and of itself, particularly for the elderly. Yee Hong has been working with the Local Health Integration Networks (LHIN) for all our Centres to provide timely care and reduce unnecessary and avoidable visits to the ER.

Instead of calling an ambulance, local support teams that include nurses and/or nurse practitioners help our staff to provide the necessary care in the comfort of the resident's room, whether through in-person visits or electronic telemedicine service. This new kind of "house call" helps to build capacity in our Centres, enhances access to quality care in a timely manner, and minimizes avoidable transfers to the hospital. An immediate side benefit to this initiative is the subsequent reduction in wait times for true emergency cases.

All the LHINs have reported substantial success in diverting acute and urgent cases, up to 98% in one instance. We are proud that Yee Hong Ho Lai Oi Wan Centre in Markham was recognized by the Central LHIN after achieving the lowest rate of emergency department transfers per bed in the past year. Yee Hong continues work with our LHIN partners to develop strategies to improve our residents' quality of life.

因任何意外或疾病導致入醫院，都是一個不快的經歷，如果需要到急症室，特別對長者來說，會對他們身心造成壓力。頤康中心與地方醫療聯網(LHIN)合作，為四所長期護理院的長者提供及時護理，減少或避免他們被送到急症室的機會。

這個計劃讓支援隊伍的護士及護理人員透過親身探訪或電腦視像，幫助我們為長者在熟悉的房間內提供所需護理，減低以救護車把長者送院的機會。這種新的「家中召喚」服務，有助提高中心的護理質素，令長者不需要到急症室求診，仍可接受適當的治療。此外，這計劃亦可間接減低急症室的輪候時間。

根據地方醫療聯網的報告，此計劃成功地處理了98%的嚴重及緊急個案。萬錦市頤康何黎靄雲中心在過去一年，以每張床位計算，獲轉送急症室的長者比率為最低，因此獲得安省中區東部地區醫療網表揚，我們為此感到驕傲，同時亦會繼續與地方醫療聯網合作，發展可改善長者生活質素的計劃。

"I am able to establish sustainable relationships with the staff, residents and their families. I feel the most rewarded during follow ups. It gives me an opportunity to see and reassess the work that we as a team have done. When the resident and family are satisfied, I am satisfied."

*Oyin Talabi, MN, GNC(C),  
Nurse Practitioner-Adult*

「在計劃中，我能與護理人員、院友及家人建立長久的關係。在跟進個案的過程中令我感到最有滿足感，因為我能看到團隊合作下的成果，同時作出檢討。當院友及家人感到滿足，我亦感到滿足。」

*護士 Oyin Talabi,  
MN, GNC(C)*







# Connecting with the Community

連繫社區



# Signature Events 主要籌款活動

26th Dragon Ball 第二十六屆龍宴



2015 Earth Walk 健頤行 "Together, we can improve our environment" 「健行大地 愛護環境」



Photo Credit: Joee Wong

2015 Telethon 松柏歡樂滿頤康



2015 Scotiabank Toronto Waterfront Marathon  
豐業銀行多倫多湖濱馬拉松



19th Annual Yee Hong Foundation Golf Classic Tournament  
第十九屆頤康慈善高爾夫球賽





## We Are Forever Indebted To You 衷心感謝您的慷慨支持



The dedication ceremony of Elizabeth Comper Community Centre officiated by (from left) Yee Hong Founder and Foundation Chair, Dr Joseph Wong; BMO CEO, Bill Downe; Elizabeth's husband and former BMO President and CEO, Tony Comper; Yee Hong Centre CEO, Eric Hong; and Foundation President, Stephen Siu, on November 4, 2014, at Yee Hong Centre – Scarborough McNicoll.

Elizabeth Comper社區中心命名典禮於2014年11月4日在士嘉堡麥瀝高頤康中心舉行，主禮嘉賓包括(左起)頤康創辦人及基金會主席王裕佳醫生，現任滿地可銀行首席執行官鄧偉信，前任滿地可銀行總裁及首席執行官、Elizabeth的丈夫江伯勤，頤康中心首席行政總監康威，以及頤康基金會總裁蕭顯揚。

"It was oozing with happiness. We will always remember those senior- plus residents who were clearly so very happy and wise. How blessed they are and how very proud they are of their home at the Yee Hong Centre."  
*Beatrice Crawford*

「頤康的長者心境開朗而且充滿智慧，令我留下深刻印象。他們能住在頤康真是一種福份，看見他們為這個家而感到驕傲，令我們心中感到無比的快樂。」  
*Beatrice Crawford*



Lena and Kenneth Au-Yeung speak at the plaque unveiling ceremony on August 27, 2015. The south wing lobby of the Yee Hong Centre – Scarborough Finch was dedicated to Mr and Mrs Au-Yeung.

頤康士嘉堡芬治中心大堂南翼以歐陽永伉儷命名，歐陽永及太太Lena在2015年8月27日舉行的典禮上講話。



Purdy Crawford's wife Beatrice (3rd left), and her family at the Purdy Crawford board room dedication ceremony on April 23, 2015.

克羅福特的妻子Beatrice(左三)及家人出席於2015年4月23日舉行的克羅福特會議室命名典禮。



Don Valley East MPP, Michael Coteau (1st left); Yee Hong Founder and Foundation Chair, Dr Joseph Wong (middle), City Councillor, Shelley Carroll (1st right); and Helen Lu's children Shirley, Henry and her husband, Yu-Che Lu, at the Helen Lu Road unveiling ceremony on October 24, 2014.

當河谷東省議員高圖(左一)、頤康創辦人及基金會主席王裕佳醫生(中)、市議員高雪莉(右一)，與陸媽媽的子女陸紘及陸綸，和她的丈夫陸佑澤在2014年10月24日舉行的新路命名儀式上合攝。

## Thousand Years of Wisdom 「千年智慧」跨代項目

Seniors embody countless life experiences – the horror of war and tranquility of peace; bountiful feasts and barren famines; the jubilation of life and grief of loss. All these deeds and accomplishments, opinions and life stories, make up a collective wisdom that we seldom see or hear.

"Thousand Years of Wisdom" program is a creative intergenerational initiative from Yee Hong Community Wellness Foundation. By bringing together the elderly and the young to promote intergenerational learning opportunities that empower both, we hope to foster a "continuum of life" – rich, meaningful and sustainable connections between seemingly disparate generations.

Through a pilot project started in 2013, groups of young students interviewed and documented life lessons shared by seniors. In 2015 and beyond, we extended the concept with two-way learning.

Over the course of several days, seniors shared their experiences and personal stories with groups comprised of university students from Hong Kong and local high school students. In turn, the students also shared their own stories, skills and experiences to help the seniors – like participating in shared interests or teaching about new trends or technologies.

每位長者都有無數的人生經歷，無論是歷戰爭與和平，溫飽或饑荒，當中有喜有悲，有得有失。他們過往的事績、成就及人生故事都蘊含著鮮為人知的人生智慧。

「千年智慧」是一項由頤康基金會舉辦的創意跨代活動，旨在通過交流及互動，提供長者與年輕人之間互相學習的機會，能夠使雙方面從中獲益。我們希望透過此計劃促進「生命之延續」，把兩代遙遠的距離拉近，建立深厚、緊密而有意義的連繫。

活動於2013年首次舉辦，讓參加者透過訪問，把長者的人生故事記錄下來。2015年，活動加入了互動的元素，讓青少年及長者可以雙向學習。

今年參與活動的包括香港的大學實習生與本地學生，透過幾次會面，長者向學生分享自己的人生故事，同時學生們亦與長者進行度身訂造的活動，分享彼此的興趣。例如教導長者如何使用科技產品。





# Thank You Volunteers!

## 義工們，謝謝你

Yee Hong is blessed to have the long term support of more than 1,000 volunteers. They actively and enthusiastically contribute their time and energy to serve the seniors, playing a crucial role in Yee Hong's fundraising efforts and exceptional care services. It is our privilege to have them as part of the family.

頤康逾1,000名活躍及熱心的義工，在頤康的籌款活動和優質服務中擔當重要的角色，他們為長者獻上寶貴的時間和精力，我們十分榮幸有他們加入頤康這個大家庭。



"We will all get old one day and need to be taken care of by others. We only need to put ourselves in the seniors' shoes, it is not too difficult to understand their thoughts and needs. Most importantly, it is everyone's responsibility to take care of our seniors. To me, they are precious and every one of them is unique."

「每個人也會有成為長者的一天，需要別人的照顧，只要試試設身處地的想一想，便不難了解他們的想法和需要；更重要是要明白到照顧長者是每人的責任，每位長者均是寶貴，且獨一無二的。」

Roy Cheung  
Summer Intern from Hong Kong  
Baptist University

香港浸會大學暑期實習生張焯楠

"Yee Hong's holistic approach to senior care taught me that providing service is not enough. Caring about our seniors is even more important so that they know they are not alone in their end of life journey."

「頤康提供的全方位照顧及服務讓我明白到，向長者提供服務是不足夠的，更重要的是給予切實的關懷。當長者感到別人的關愛，在垂暮的旅程中便不再孤單。」

Yee Hong Centre Summer Interns  
頤康中心暑期實習生

"It was Grandma who took care of us when we were little, now it's our turn to repay her."

「我們小時候由嬤嬤來照顧，現在嬤嬤老了，我們應該好好照顧她。」

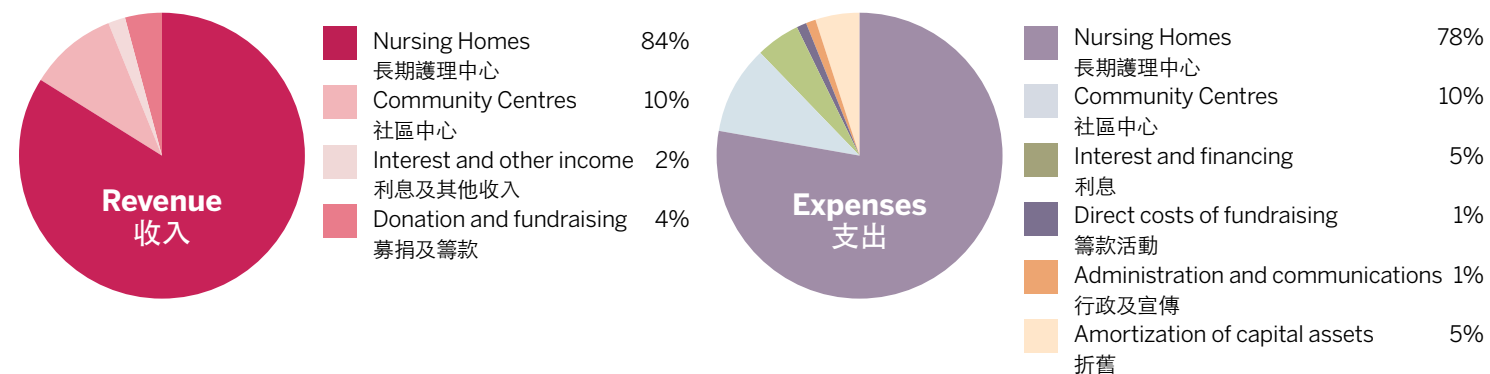
Michael Chan  
Family member of resident and  
a volunteer at Yee Hong Centre –  
Scarborough McNicoll

頤康士嘉堡麥瀝高中心院友  
家屬及義工陳國豪





## Consolidated Financial Highlights 綜合財務概況



### Revenue & Expenses 收入與支出 (in thousands of dollars 以千元作單位)

Revenue 收入	2013	2014
Nursing Homes 長期護理中心	58,627	57,774
Community Centres 社區中心	6,047	7,211
Interest and other income 利息及其他收入	1,605	1,581
Donation and fundraising 募捐及籌款	2,505	2,644
	<b>68,784</b>	<b>69,210</b>
Expenses 支出		
Nursing Homes 長期護理中心	54,107	54,225
Community Centres 社區中心	5,986	7,386
Interest and financing 利息	3,666	3,281
Direct costs of fundraising 籌款活動	617	757
Administration and communications 行政及宣傳	468	606
Amortization of capital assets 折舊	3,471	3,416
	<b>68,315</b>	<b>69,671</b>
<b>Excess (Deficiency) of revenue over expenses 盈餘/虧損</b>	<b>469</b>	<b>(461)</b>

Notes 備註: The above includes results from operations only. Deficiency of revenues over expenses was covered by limited reserves. Financial support for some of the Yee Hong services was provided by the LHINs, the Government of Ontario, Ontario Trillium Foundation, and Yee Hong Community Wellness Foundation. To request a copy of the audited financial statements, please call the Foundation office at 416-321-0777. 以上只包括日常運作之數據。年度虧損以過去的有限儲備作填補。頤康服務由地區醫療聯網、安省政府、安省延齡草基金及頤康基金會資助。如需要審計財務報告，請與基金會聯絡: 416-321-0777。

## Where Your Support is Most Needed 需要籌款支持的服務

	Deficit 需籌集經費 (CAD\$)
Adult Day Program 特殊日間照顧	65,000
Active Senior & Outreach Program 活力長者及外展服務	182,000
Client Intervention and Assistance 個案輔導服務	75,000
Transportation 交通接送服務	44,000
Friendly Visiting 友善探訪	24,000
Volunteer Development 義工支援	44,000
Chronic Disease Self Management Program 長期病患自我管理課程	40,000
Supportive Housing 家居支援	112,000
CARE Ambassador 關懷大使計劃	28,000
Caregiver Support 護老者支援	25,000
Medical Centre 醫療中心	113,000
<b>Total 總數</b>	<b>752,000</b>

\* Unfunded portion of Programs and Services for the Yee Hong community 非政府資助服務





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† Since June 2015  
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**Here is my commitment to Yee Hong Centre for Geriatric Care 我承諾向頤康中心作以下捐款**

Monthly donation 每月認捐： \$100  \$50  \$30  Other 其他 \$ \_\_\_\_\_

Monthly donation commencing date 每月認捐開始日期：\_\_\_\_\_

Yearly donation 每年認捐： \$500  \$300  \$100  Other 其他 \$ \_\_\_\_\_

Yearly donation commencing date 每年認捐開始日期：\_\_\_\_\_

Pledge duration 認捐年期： 1 year 一年  2 years 兩年  3 years 三年

One time donation 一次過捐款： \$1,000  \$500  \$300  \$100  Other 其他 \$ \_\_\_\_\_

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Yee Hong Foundation can contact me via email 頤康基金會可透過電郵與我聯絡

**Payment Method 捐款方法**

Cash 現金  Please find enclosed my cheque payable to 支票抬頭 “Yee Hong Foundation”

Please charge my credit card 以信用卡支付： Visa  MasterCard  Amex

Cardholder's Name \_\_\_\_\_ Credit Card No. \_\_\_\_\_ Expiry Date \_\_\_\_\_

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DEC15

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## Contact Us 聯絡資料

[www.yeehong.com](http://www.yeehong.com)

### Yee Hong Centre for Geriatric Care 頤康中心

#### Yee Hong Centre – Scarborough McNicoll 頤康士嘉堡麥瀝高中心

2311 McNicoll Avenue  
Toronto, ON M1V 5L3  
Tel 電話: 416-321-6333  
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[scarborough.mcnicoll@yeehong.com](mailto:scarborough.mcnicoll@yeehong.com)

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