

Innovation and Growth

for a Caring Community

創新展翅 共建關愛社群



**Yee Hong Centre
For Geriatric Care**

頤康中心



**Yee Hong Community
Wellness Foundation**

頤康基金會

Message from the Centre 頤康中心獻辭 4

Message from the Foundation 頤康基金會獻辭 6

About Yee Hong 關於頤康..... 8

Excellence in Quality Care 卓越的服務品質

Continuum of Care and Services 連貫式護理服務 10

Why We Need Your Support More than Ever 我們比任何時候都需要您的支持12

Performance Indicators for Yee Hong Centre for Geriatric Care 頤康中心服務質素表現14

Yee Hong P.K. Kwok Hospice 頤康郭幼廷寧安中心15

Yee Hong Training and Learning Centre 頤康專業培訓中心..... 16

Introducing Assistive Robots for Seniors 為長者引入輔助機械人.....17

Donors and Sponsors 捐贈者及贊助商 18

Community Connections 社區聯繫

Yee Hong’s Fundraising Events 頤康籌款活動20

Thank You Volunteers 義工們，謝謝您 24

Appendices 附錄

Financial Highlights 綜合財務概況26

2019 Boards and Senior Staff 董事會及行政人員 27

Contact Us 聯繫我們.....28



Message from the Centre

Yee Hong has continued to expand its programs and services to address the needs of seniors for culturally-appropriate and high-quality programs and services to maintain their health and well-being. We are excited to announce that the first residential hospice in Scarborough, the Yee Hong P.K. Kwok Hospice, will be ready to accept admissions in November 2020 and will offer people at the end of their life dignity, compassion and culturally appropriate care.

As a progressive organization, we are constantly looking to creatively deliver care and programs that exceed our residents' and clients' expectations. We can be proud of the many initiatives we have implemented that improve seniors' access to services and quality of life through the use of technology such as our Virtual Reality program which has been rolled out across all our homes and in the community and exercise classes led by 'Pepper' the robot. We have also continued to develop our core service offerings including a new dementia care model called ESSENCE which is based on leading research and practices.

New lines of business are also now a part of the Yee Hong portfolio. In 2019, we launched our Private Career College and our first Personal Support Worker accredited program. We also launched a professional advisory services business to support other organizations in Canada and abroad. Additionally, we also explored a number of other innovative revenue generating opportunities to diversify our funding

sources. From a system contribution perspective, Yee Hong became involved in four Ontario Health Teams across the province and we continue to work with our partners, funders and stakeholders towards and integration system of services and supports for seniors.

Yee Hong diligently followed the COVID-19 developments abroad, and proactively anticipated the approaches that we might need to take to keep our residents, clients and volunteers safe.

Our commitment is to consistently deliver the highest quality care and programs that support our seniors to age with grace and dignity. We are immensely proud of our staff, volunteers and supporters. Despite ongoing and unprecedented challenges, we are optimistic about the future. We look forward to working together, as an organization and with our system partners, to continue evolve to address the needs of our seniors, caregivers and communities.

We are realizing our vision to be the model of excellence in culturally-appropriate seniors' care.

頤康中心獻辭

為了滿足長者日益增長的需求，並持續提供高質素及切合文化需要的服務，頤康在過去一年中，努力開拓服務項目和擴大服務範圍以保障長者的健康生活。在此，我們很高興地宣布，士嘉堡地區第一所善終護理院—頤康郭幼廷寧安中心，將於2020年11月正式接收臨終患者，並為他們提供享有尊嚴、充滿關愛並切合文化需求的照顧。

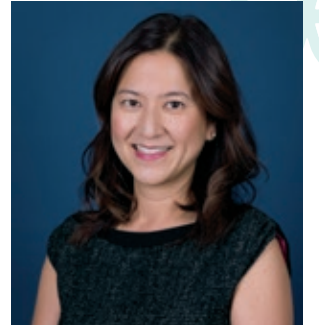
頤康作為行業領先者，一直在探索創新的服務，以提供超越院友及其家人預期的照顧為目標。我們很驕傲一些創新服務被付諸實踐，例如為頤康中心院友和社區推出的「虛擬現實」活動，以及利用機械人「胡椒」輔導長者運動等。這些新興科技服務項目，能使長者有更多機會接受我們的服務並改善他們的生活質素。我們亦在繼續開發現有的核心長者服務，例如用領先的研究和實踐方法，推出新型失智症護理模型（又名ESSENCE）。

新業務開拓也成為頤康當下發展的重要組合戰略之一。在2019年，我們成立了私立職業學院，開設了首個個人護理員證書課程。我們還開啟了為加拿大本土及海外護理機構提供專業諮詢的服務。另外，頤康也在尋求更多新的創新機會，以幫助中心拓寬資金來源。不僅如此，我們也是安省四個醫療組織的成員，並與社區夥伴、資助者及持份者緊密合作，努力完善長者服務系統。

在2019新冠疫情爆發初期，頤康認真研究了海外新冠病毒的發展，並積極制定了我們可能需要採取的措施計劃，以確保院友、服務使用者和義工的安全。

我們的承諾始終如一，是要為長者提供最優質的護理和服務，讓他們能獨立及享有尊嚴地安度晚年。頤康為員工、義工和支持者感到無比自豪，儘管面臨着持續不斷且前所未有的挑戰，但我們仍然對未來充滿信心。我們期望與合作夥伴一起努力，共同發展，以滿足長者、關顧者和社區不斷增長的需求。

頤康正實現成為切合文化需要的長者服務典範的願景。



Dr. San Ng, PhD 伍倩文
Yee Hong Centre Board Chair
頤康中心董事會主席



Tracy E. Jones 鍾翠絲
Yee Hong Centre
Chief Executive Officer
頤康中心首席行政總監



Message from the Foundation

Over three decades ago, the need for Yee Hong was apparent. The long-term care available at the time did not meet the needs of the Chinese Canadian community in Toronto. Seniors were socially isolated, with caregivers who couldn't speak their language and food that was foreign to them.

Not only did Yee Hong meet the challenge then, we have subsequently extended our model of care to other communities, including Japanese, Filipino, and South Asian Canadians, and expanded our range of programs and services beyond long-term care through our commitment to innovation and growth.

The need for Yee Hong's acclaimed culturally-appropriate care is as obvious today as it was back then. In Ontario, the wait list for a long-term care bed reached nearly 35,000 individuals in 2018-19, a 78 per cent increase in seven years. Among this group of seniors, over 6,000 of them are waiting for a Yee Hong bed, and the wait time for getting into a Yee Hong centre can stretch to 10 years.

Ontario's growing aging population will continue to place pressure on the long-term care system. The wait list is projected to peak at 40,200 Ontarians in 2020 and it is estimated that an additional 55,000 new beds will be needed by 2033 to maintain the wait list at about the present level.

Obviously, the demand for our services is higher than ever. We must continue to innovate, grow and expand. The measures taken during the past year included: Innovation of new services, such as the joint research project with the

University of Toronto utilizing an assistive robot for physical exercise; widening our continuum of care, including residential palliative care at the Yee Hong P. K. Kwok Hospice currently under construction; and expansion of our long-term care facilities with three government-approved projects in Markham, Mississauga and Scarborough.

All of this development comes with a substantial price tag. It will cost \$80 million to build the first of our three new long-term care centres. It is a price we must pay. We cannot afford not to. Though the Foundation has done well in its fundraising with \$3.8 million collected in 2019, compared with \$2 million three years ago, we face our greatest challenge ever in raising the necessary amount of money for the construction of the three new homes which will bring the total of beds to 1,605, doubling Yee Hong's current capacity of long-term care beds.

With your continued support, we must also innovate, grow and expand in response. We must innovate new ways to raise money, expand our donor and sponsor base, and build up our network of supporters and volunteers.

Just as we did over 30 years ago, we won't stop working until we meet the challenge once more. We won't dwell on negative thoughts. The difference between the impossible and possible lies in not giving up.

Facing the biggest fundraising challenge but also the tremendous opportunity of doubling our bed capacity and reducing the waiting time substantially, failure is not an option.

頤康基金會獻辭

三十年前，人們對頤康的需求就顯而易見。當時，在大多倫多地區能夠提供長者服務的長期護理院根本無法滿足加拿大華裔社區的需求。華裔長者與護理人員間語言不通，以及飲食文化上的差異，令他們感到被孤立。

然而，頤康迎接了挑戰，建立了適合華裔長者文化的護理院，並逐漸將切合文化及語言需要的護理服務延伸至日裔、菲律賓裔以及南亞裔等其他族裔的社群。同時，頤康亦不斷創新和發展，除長期護理服務外，頤康還開展了許多新的服務項目。

儘管如此，社區對養老服務的需求仍在增加，特別是如頤康提供的切合文化需求的護理。據統計，在2018-2019年間，安省等待入住長期護理院的人數高達35,000人，輪候人數在七年間增長了78%。其中，輪候入住頤康中心的人數超過6,000人，最長的等待時間達到10年之久。

安省人口老齡化將繼續給長期護理系統帶來壓力。預計在2020年，輪候人數將達到40,200人的高峰。在2033年，安省將需要多建55,000個長期護理床位以滿足輪候需求。

我們必須堅持創新和發展以應對長者對養老服務不斷增加的需求。在過去的一年中，頤康開拓了創新的服務，比如與多倫多大學共同合作的「機械人」輔助運動項目。另外，我們還拓展了連貫式護理服務的範圍，其中包括正在建設中頤康郭幼廷寧安中心、以及已獲安省政府批准的新建三家長期護理院的計劃。這三家新的中心將位於萬錦、密西沙加以及士嘉堡。

這些新的發展計劃並不是輕而易舉能實現的。興建一家長期護理院就需要8000萬元的款項。面對這份財政壓力，我們必須迎難而上，因為長者需要頤康的服務。儘管基金會在籌款方面做了很多努力，相比三年前籌募的200萬元善款，在2019年我們共籌集了380萬元，但這仍遠遠不夠。籌募新院建築經費的重擔是前所未有的，我們必須全力以赴，努力讓三家新的頤康中心落成，讓更多長者受惠。新院建成後，頤康的長期護理床位規模也將增至現有一倍，達到1,605張。

在您的持續支持下，頤康必將不斷創新擴展。我們亦在探索新的籌款形式，尋求更多捐助者、贊助商的支持，並建立更大的義工及社區合作網絡。

有時，可能和不可能之間只因堅持。正如三十年前，堅持為長者提供最優質服務的初心不變，我們從未放棄，一路前行。

儘管籌款挑戰巨大，但是面對增加一倍床位和能夠大大減少輪候時間的機會，我們會竭盡所能，實現願景！只許成功，不可失敗。



Dr. Joseph Y.K. Wong
王裕佳醫生

Yee Hong Founder and
Foundation Board Chair
頤康創辦人及基金會主席



Stephen Siu 蕭顯揚

President of Yee Hong
Community Wellness
Foundation
頤康基金會總裁





About Yee Hong

Vision

Yee Hong will be the model of excellence in culturally appropriate seniors' care.

Mission

With strong roots in the Chinese Canadian community, Yee Hong enables Chinese-Canadian and other seniors to live their lives to the fullest – healthy, independent and dignified. We provide a continuum of excellent, culturally appropriate care.

Values

These values are Yee Hong's foundational beliefs and guide our processes and decision making.

Respect: We value each person as a unique individual and respect his/her background, beliefs and choices.

Compassion: We foster a caring and supportive environment that accepts people as they are.

Commitment: We promote dedication in our roles and to the organization's vision, mission and values.

Excellence: We promote client centered care, excellence in service delivery and quality of work life.

Teamwork: We foster cooperation, collaboration and mutual trust among staff, volunteers and clients.

Integrity: We adopt an ethical approach in everything we do.

Accountability: We accept responsibility for the resources entrusted to us.

關於頤康

願景

頤康將成為切合文化需求的長者服務典範。

使命

頤康紮根於華人社區，使華裔和其他族裔長者都能過著最健康，獨立和有尊嚴的生活。我們提供連貫性，優質和切合文化需要的服務。

價值觀

敬、愛、承、優、團、正、信，是頤康的核心信念，引導我們的發展過程及決策。

敬： 我們重視每個人是獨特的個體，並且尊重他/她的背景、信念和選擇。

愛： 我們培養一個關愛和支持的環境，接受人們的本質。

承： 我們鼓勵頤康社群對我們的角色、機構的願景、使命和價值觀，竭誠投身。

優： 我們推廣以使用者為本的護理、優質的服務和高質素的工作生活環境。

團： 我們在職員、義工和服務使用者之間鼓勵合作和互相信任。

正： 我們採取合乎道德的方式做一切事。

信： 我們為託付我們的資源承擔責任。



Continuum of Care and Services

Senior Housing

- Life Lease Housing
- Rent-Geared-to-Income
- Support services including 24-hour medical emergency response, social programs, care coordination, security checks, homemaking support and personal care

Community Care

- Adult Day Programs
 - Post-stroke and Alzheimer
 - Memory Training and Activity Program
- Congregate Dining
- Active Senior Programs
- Private Home Care

Support Services

- Advocacy
- Caregiver Education and Support
- Chronic Disease Self-Management and Prevention
- Client Intervention
- Friendly Visiting
- Transportation
- Volunteer Development

Medical Service

Medical Clinics

- Chiropody
- Family Medicine (Garden Terrace)
- Geriatric and Internal Medicine
- Memory Program (Outreach)
- Urology

Rehabilitation Service Tenant Providers

- Acupuncture
- Occupational Therapy
- Physiotherapy

Palliative Care

Residential Hospice

10 bed residential hospice in Scarborough under development

Long-term Care Home

(805 beds total)

Yee Hong Centre Scarborough-McNicoll (155 beds)

Ho Lai Oi Wan Centre, Markham (200 beds)

Mississauga (200 beds)

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

Programs

- 24/7 nursing care with access to physician
- Dementia care
 - Behavior Support Ontario (BSO)
- Dietetic and Nutrition counseling
- Intergenerational program
- Nurse Practitioner (McNicoll, Finch and Markham)
- Nursing restorative care
- Occupational therapy
- Onsite access to medical specialists
- Palliative and End of Life Care
- Peritoneal dialysis (Finch)
- Physiotherapy
- Recreation, music, art and pet therapy
- Social work counseling
- Spiritual and religious care

連貫式護理服務

長者房屋

- 終生租約房屋
- 租金與入息掛鉤房屋
- 家居支援服務
 - 24小時緊急救護回應
 - 文娛康樂活動
 - 健康促進服務
 - 安全檢查
 - 家務助理
 - 個人護理

社區服務

- 耆老日間服務
 - 中風康復者及失智症患者
 - 記憶力訓練和活動計劃
- 半日消閒活動
- 活力長者及外展服務
- 私人家居服務

支援服務

- 權益代言
- 護老支援服務
- 慢性疾病自我管理和預防
- 個案輔導
- 親善探訪
- 交通接送服務
- 義工支援

醫療服務

診所

- 足部護理
- 家庭醫生(頤翠園)
- 老人科及內科
- 記憶力訓練計劃(外展服務)
- 泌尿科

康復服務

(由租用頤康設施的機構提供)

- 針灸
- 職業治療
- 物理治療

善終護理

家居式善終護理院

擁有10張床位的士嘉堡郭幼廷寧安中心正在發展中

長期護理中心

(共805床位)

士嘉堡麥瀝高護理院 (155床位)

萬錦市何黎靄雲中心 (200床位)

密西沙加中心 (200床位)

士嘉堡芬治杜香產護理院 (250床位)

服務

- 24小時護理及主診醫生緊急應診
- 失智症護理
 - 安省行為支援(BSO)
- 餐單設計及營養諮詢
- 跨代溝通計劃
- 護士執業(麥瀝高、芬治、萬錦中心)
- 康復護理
- 職業治療
- 專科醫生應診
- 善終服務
- 腹膜透析洗腎(芬治中心)
- 物理治療
- 康樂、音樂、美術及寵物治療
- 社工輔導
- 心靈及宗教啟導服務





Why We Need Your Support More Than Ever

Whether you contribute financially, give your time, or help us in other ways, Yee Hong relies on the support of our donors, sponsors, volunteers, and community leaders to ensure our success. While the Ontario government provides much of our operating costs, there are many reasons why we still need to raise money:

- **We offer more than basic care.** We go above and beyond the provincially-mandated level of care to make sure our seniors are treated with the dignity and respect they deserve.
- **We accept the most complex cases.** Yee Hong frequently accepts individuals in the most difficult situations who require the most amount of care.
- **We offer a wide range of programs and services** that we believe are in the best interests of our seniors, some of which are not covered by government funding. We often charge nominal user fees that are below the breakeven point in order to keep services affordable for everyone.
- **We employ high quality caregivers and staff** who can be hard to find and retain. From medical staff and personal support workers to administrative staff and executives, Yee Hong is proud to be an employer of choice, offering competitive salaries and growth opportunities.
- **Capital costs for new buildings are not covered by regular government funding.** With three new Centres and 800 new long-term care beds, we must raise over \$80 million within the next three years to meet our approved expansion plans.

We are responsible stewards of your donations. Yee Hong Centre for Geriatric Care and Yee Hong Community Wellness Foundation are both registered charities with Canada Revenue Agency. We undergo annual audits to ensure our stakeholders of our financial stability and soundness.

Please consider a gift or donation to Yee Hong. Your generosity will ensure our ability to provide our seniors a place to grow old with dignity and respect.

我們比任何時候都需要您的支持

無論是金錢、時間或通過其它方式支持頤康，我們的成功都離不開捐贈者、贊助商、義工和社區領袖的付出。儘管頤康中心大部分的開支由安省政府資助，但還有很多原因促使我們仍需要籌集善款：

- **我們不只提供基本的護理服務。**我們的服務質素高於安省法定要求的基準，以確保長者得到他們應有的尊嚴和尊重。
- **我們接受複雜的護理案例。**頤康經常接收需要高度照顧的院友。
- **我們提供廣泛的服務和項目。**這些服務從長者的需求出發，有一些並不在政府資助的範圍內。我們的收費低於成本，以保證每位用戶都能負擔。
- **我們雇用優秀的關顧者和員工。**從醫務人員、個人護理員、以至行政和管理人員，頤康提供具有競爭力的薪酬和晉升機會，亦驕傲地成為行業裏的首選雇主。
- **籌建新院的建築成本不受政府資助。**為了新建三家中心，增加800張長期護理床位，我們必須在未來三年內籌募超過8千萬元，以啟動這項擴展計劃。

我們確保會合理使用您的捐款。頤康中心和頤康基金會均為加拿大稅務局的註冊慈善機構。每年，頤康接受年度審計，讓持份者知道我們財政狀況穩健。

請在物資和財政上全力支持頤康。您的慷慨解囊將幫助我們為長者提供一個讓他們有尊嚴地老去的地方。



Performance Indicators for Yee Hong Centre for Geriatric Care 頤康中心服務質素表現

Health Quality Ontario (HQO) benchmarked long-term care quality indicators 安省醫療質素監察機構對長期護理院的各項質素指標

Yee Hong consistently outperforms the average level of Ontario LTC homes in HQO quality indicators.

頤康中心的各項質素表現始終超過安省醫療質素監察機構對長期護理院的基準，以及安省長期護理院平均表現。

Resident, family and client satisfaction 院友、家屬及服務使用者滿意度

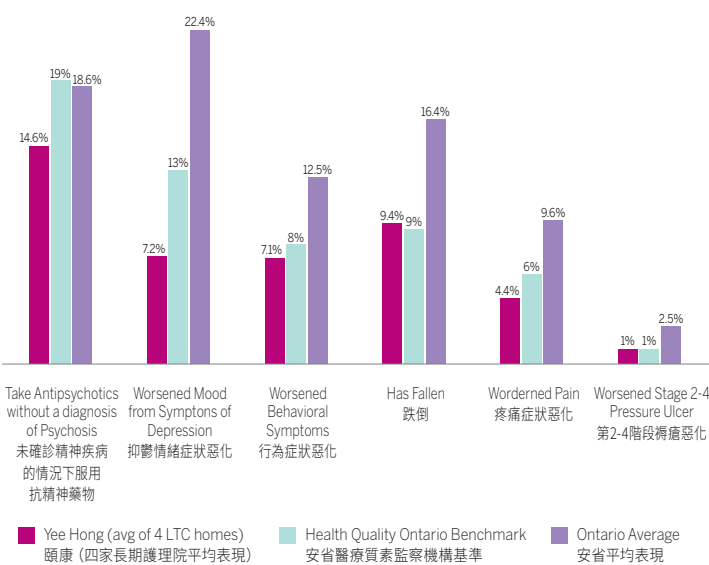
Yee Hong's quality service won the hearts of residents, families and clients. According to our 2019 resident and family survey, 95% of residents and 97.6% of families will recommend Yee Hong to friends and family members if they need long-term care.

As per the 2019 Community and Professional Services (CPS) survey, Clients and Caregivers display a high rate of satisfaction with Yee Hong's services. An overall satisfaction rate of 4.9 out of 5 (Home Support Services) and 4.5/5 (Community Support Services).

頤康優質的服務獲得院友、家屬及服務使用者的認可。根據2019年院友及家屬問卷調查中，95%的院友及97.6%的家屬會向有需要接受長期護理的他人推薦頤康中心。

在2019年社區及專業服務調查中，服務使用者及關顧者對頤康的社區服務表示很滿意。家居支援服務的滿意度為4.9；社區支援服務滿意度為4.5（滿分5分）。

Yee Hong Performance in HQO Long-term Care Quality Indicators @ CIHI adjusted data from Oct-Dec 2019 (lower the better)
頤康在安省醫療質素監察中的表現。數據由CIHI在2019年10-12月統計（百分比較低為理想）



Other Indicators 指標示例	Ontario Average (2019) 安省平均數值	Yee Hong LTC (2019) 頤康長期護理院
Avg wait time for LTC admission 平均等候入住長期護理中心時間	161 days 天	3.5 years 年 (1,279 days 天)
Avg age of residents 院友平均年齡	82.5 years 歲	87.6 years 歲
Avg length of stay 平均居住時間	2.3 years 年	4.1 years 年
Avg number of outbreaks 平均爆發流感次數	3.2*	1.5

*Data from TPH (2018)



Yee Hong P. K. Kwok Hospice 頤康郭幼廷寧安中心

Yee Hong's residential hospice shows our commitment to broaden our services to meet the emerging needs of the Scarborough community to support the terminally ill. The Yee Hong P. K. Kwok Hospice is a first step to establish a centre of excellence in palliative and end-of-life care. We will support the last steps of life's journey seamlessly and collaboratively with our partners in the community to serve clients from diverse cultures.

You can help. Volunteers form the core of our services, and sustained support from our community is what allows Yee Hong to thrive. Our residential hospice project is no different and we look forward to your support for compassionate end-of-life care that relieves suffering and improves the quality of living and dying. Thrifty and efficient reuse of our administrative space at the Scarborough Finch Centre will reduce the cost of construction. Our residential hospice will be the first for Scarborough when it opens in Fall 2020.

Our mission is to provide optimum living for the dying with love, compassion, dignity and beauty. Yee Hong is humbled to support Scarborough and surrounding area residents by filling this gap and enhancing hospice palliative services in our ethnic community.

居家式善終服務是頤康擴大服務範圍計劃的一部分，旨在滿足士嘉堡地區末期病患者的急切需求。頤康郭幼廷寧安中心是我們建立卓越的善終護理服務的第一步。頤康將與社區夥伴合作，為來自不同文化背景的臨終病患者提供服務。

請伸出援手。頤康的服務離不開義工的幫助，亦依賴社區的持續支持。寧安中心也不例外，我們期待您的一臂之力，為末期病患者減輕痛苦，提供有質量的臨終照顧。為了節省建築成本，我們已對士嘉堡芬治中心進行改建，原先的行政辦公區域將劃出一部分改建為善終院舍。寧安中心將是士嘉堡地區第一家善終護理院，並將計劃於2020年秋天正式啓用。

我們的願景是為末期病患提供最貼心的照顧，讓他們帶著愛和尊嚴安渡餘暉。頤康有幸能填補士嘉堡及周邊地區臨終護理的空白，並為不同族裔的人士提供善終護理服務。



Yee Hong representatives, Stephen Siu and Eugene Kam met with MPP Vijay Thiraisamy at the Hospice Palliative Care Ontario's Annual Queen's Park Day. 頤康代表蕭顯揚及甘家強與省議員 Vijay Thanigasalam在安省善終服務中心在省府大樓舉行的 Queen's Park Day活動會晤。



Yee Hong Training and Learning Centre

頤康專業培訓中心



The Yee Hong Training and Learning Centre was established in August 2019 as a Private Career College registered with the Ontario government. Our education activities and hands-on instruction will support older adults, family caregivers, professional care providers, students and the larger community.

The Training and Learning Centre offers in-person and online training programs, starting with the Personal Support Worker (PSW) certificate program and an English Course for PSWs and PSW students. Nine students enrolled in November 2019 for the first PSW certificate program. The class expects to complete their education in the summer of 2020 and join the healthcare workforce as qualified Personal Support Workers. Some graduates may be offered employment with Yee Hong once their certification is complete. In July 2020 a second PSW certificate program is scheduled to start.

The Training and Learning Centre has also partnered with the Factor-Inwentash Faculty of Social Work at the University of Toronto and the Centre for Learning and Change (Canada and Hong Kong). Through these partnerships, the Yee Hong Training and Learning Centre will teach cultural sensitivity

and inclusion training for frontline staff, the Play Intervention for Dementia, and social effectiveness training.

Our faculty and staff are proud to share Yee Hong's expertise with study tours from other jurisdictions, training for healthcare managers and overseas care providers, and placement opportunities for local and overseas social work and social service students.

頤康專業培訓中心成立於2019年8月，是安省政府認證的私立職業學院。我們通過教育活動及實踐指導，為長者、照顧長者的家庭成員、專業護理人員、學生及社區提供支援。

中心設有綫下及綫上培訓課程，提供「個人護理員」證書培訓，以及針對個人護理員及個人護理學生開設的英語課程。首批九名學生於2019年11月正式入學，接受「個人護理員」證書培訓。這批學員將於2020年夏季畢業。屆時，他們將以合格的個人護理員身份加入醫療護理團隊。順利畢業的學員更有機會被頤康雇用。第二期「個人護理員」證書培訓課程將於2020年7月開始。

此外，頤康專業培訓中心還和多倫多大學的Factor-Inwentash社會工作學系，以及在加拿大及香港的易思達行(Centre for Learning and Change)合作。中心還計劃在未來提供例如為前綫護理人員而設的文化敏感性及包容性培訓、為失智症病人而設的遊戲介入方法，以及社會效益培訓等。

頤康全體員工很自豪地將我們的經驗與來自其它地區的考察團分享，為醫療護理管理者和海外護理員提供培訓，以及為本地和海外的社會服務工作者和社會服務專業的學生提供實習機會。

Introducing Assistive Robots for Seniors

為長者引入輔助機械人



Physical activity improves health and emotional wellness. In long-term care homes, assistive robots can offer more service to seniors. Combining these ideas, Yee Hong started an exercise experiment with the University of Toronto's Autonomous Systems and Biomechatronics Lab.

A robot named "Pepper" was introduced to staff and residents of the Mississauga Centre in August and December 2019. Pepper had a meet-and-greet session with residents on each floor, and successfully led one-on-one and small group daily exercises. During the trial, residents showed great excitement and enjoyment while interacting with Pepper.

Led by University of Toronto, an automation research project begins January 2020. Researchers will assess residents to measure their engagement, safe exertion, emotions and progress toward their exercise goals.

Pepper will help us to understand whether Yee Hong residents accept automated help with certain tasks and under what circumstances. If automation projects improve the wellbeing of our residents, Yee Hong will consider future robot partnerships with University of Toronto.

體能活動能適當改善長者的身體狀況和情緒健康；利用機械人來為長期護理院內的院友提供更多服務。結合這兩點，頤康與多倫多大學智能自動化和生物機電一體化實驗室合作，開展了輔助機械人試驗項目。

智能機械人「胡椒」於2019年8月和12月兩次到訪頤康密西沙加中心，與員工和各樓層的院友見面，並以一對一以及小組形式帶領院友做每日體操運動。在試驗期間，院友與「胡椒」積極互動，並表現出了極大的興趣。

從2020年一月份開始，多倫多大學將開展這項針對長者運動計劃的智能研究。研究人員將評估院友的參與程度、安全性、情緒變化以及運動目標，來衡量試驗的進展情況。

「胡椒」將會幫助我們了解機械人在何種情況下會給院友帶來益處，以及住客是否接受自動化機械人的輔助。如果這種機械人能夠有助於促進院友的福祉，頤康將考慮與多倫多大學智能機械人項目開展進一步合作。





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Yee Hong Fundraising Events 頤康籌款活動

From golf tournaments to garage sales, events of all sizes help support Yee Hong's mission to deliver the best culturally appropriate and culturally sensitive care for our seniors.

無論是頤康慈善高爾夫球賽，還是義賣活動，所有這些大大小小的籌款活動都秉承著幫助頤康完成為長者提供最優質、切合文化需求服務的使命。

2019 Dragon Ball 龍宴

Dragon Ball is Yee Hong's signature annual benefit gala. In 2019, the 30th Dragon Ball was held at Beanfield Centre and raised over \$1 million for the seniors.

「龍宴」是頤康每年最重要的籌款晚宴。第30屆龍宴在2019年於 Beanfield Centre舉辦，活動為頤康長者服務籌得超過一百萬元善款。



2019 Earth Walk 健頤行步行籌款



2019 Senior Birthday Parties 長者生日派對



2019 Mother's Day Quilt Lunch 母情節「無私的愛」慈善午宴



2019 Golf Classic 慈善高爾夫球賽



2019 Dragon Raffle Draw 龍情愛心慈善獎券



2019 Radiothon 電台籌款



2019 Silver Ball 銀光月影舞年華

Yee Hong's Silver Ball celebrates the "I Can Dance" fitness program for seniors with Parkinson's disease, jointly developed by Dance DNA Studio and Yee Hong Community Services Division.

頤康社區服務部與Dance DNA Studio合作，舉辦「銀光月影舞年華」晚宴，籌得善款用於專為帕金森患者開設的「I Can Dance」課程。



2019 Dragon Boat Festival 龍舟節

Yee Hong participates in Toronto's annual Dragon Boat Festival to promote intergenerational relations. In 2019, two Yee Hong teams of paddlers, including seniors and young people, took part.

頤康每年會參加多倫多龍舟賽，並借此機會推動代際關係。2019年，頤康派出老少兩隊參加活動。



2019 Community Events 社區籌款活動



2019 Scotiabank Waterfront Marathon 豐業銀行湖濱馬拉松



2019 National Seniors Day Dinner 添福添壽宴

Every year, Yee Hong celebrates National Seniors Day with a gala event and the presentation of the Golden Heart Awards.

每年，頤康舉辦此晚宴並頒發「金心獎」，以慶祝全國長者日。



Thank You Volunteers 義工們，謝謝您

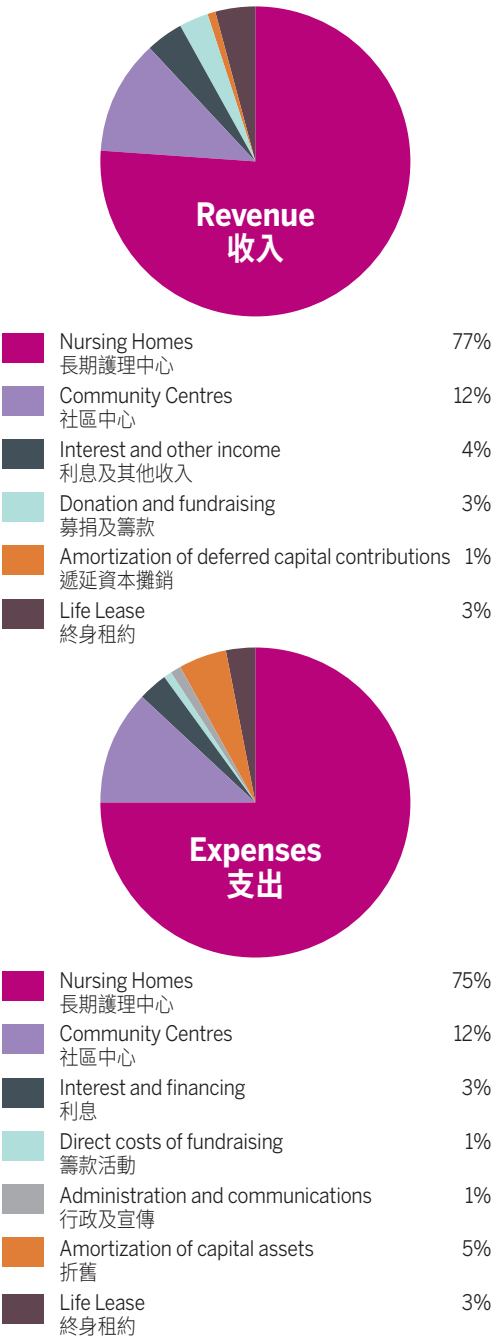
Yee Hong is blessed to have the dedication and support of more than 1,200 volunteers, who have contributed over 100,000 person-hours in the past year. They actively and enthusiastically contribute their time and energy to serve the seniors, playing a crucial role in Yee Hong's fundraising efforts and exceptional care services. It is our privilege to have them as part of the Yee Hong family.

在過去的一年裏，有超過1,200名活躍的義工，累計在頤康服務超過100,000個小時。他們無私地奉獻出自己寶貴的時間和精力，在頤康的各項籌款活動以及服務中擔當著重要的角色。我們十分榮幸有這群熱心的義工加入頤康大家庭。



Financial Highlights 綜合財務概況

2019	
Revenue 收入	
Long-Term Care Homes 長期護理中心	63,794,384
Community Centres 社區中心	10,023,032
Interest and other income 利息及其它收入	2,918,746
Donation and fundraising 募款及籌款	2,359,937
Amortization of deferred capital contributions 遞延資本攤銷	483,676
Life Lease 終身租約	2,887,127
	82,466,902
Expenses 支出	
Long-Term Care Homes 長期護理中心	59,314,338
Community Centres 社區中心	9,827,916
Interest and financing 利息	2,224,054
Direct costs of fundraising 籌款活動	841,890
Administration and communications 行政及宣傳	606,842
Amortization of capital assets 折舊	3,696,210
Life Lease 終生租約	2,188,054
	78,699,304
Excess (Deficiency) of revenue over expenses 盈餘/虧損	3,767,598
Hospice Fundraising 寧安中心籌款	
	197,320
Capital Campaign 建院籌款運動	1,001,150



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Yee Hong Centre for Geriatric Care 頤康中心

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