

義心頤情 Enchanted



Yee Hong Centre
For Geriatric Care

頤康中心

May, 2019
Volunteer Bi-Monthly Newsletter

2019 Yee Hong Centre Volunteer Recognition Day

On April 6th, 2019, Yee Hong Centre held its Annual Volunteer Recognition Day at the Scarborough McNicoll Centre to appreciate and recognize the volunteers who have been making continuous contribution to Yee Hong's services over the years. The event also officially kicked off the celebration of National Volunteer Week (April 7th – 13th) at Yee Hong this year!

Volunteers are an essential part of Yee Hong Centre. Since Yee Hong started to provide services to the community in 1994, our volunteers have contributed over 1.81 million hours of volunteer service. In 2018 alone, almost 1,000 registered active volunteers provided more than 92,000 hours of support at Yee Hong Centre across different departments, which reflects the immense dedication and commitment of our volunteers as well as the extensive support that we have received from the community.



A total of 314 awards (including the Long Service Awards, the 2018 Gold Awards, and Silver Awards) were presented to 274 dedicated volunteers. The

highlight of the day was when the first ever 25-Year Long Service Award in Yee Hong Centre's history was presented to Shirley Yu. As early as 1994, when Yee Hong Centre first started to provide service at the Scarborough McNicoll Centre, Shirley was already volunteering by calling the applicants on the waiting list and assisting them with the admissions procedure to the Long-Term Care home. What's more, after 25 years, Shirley is still an active volunteer with Yee Hong Centre and provided over 200 hours of support in 2018. On behalf of Yee Hong Centre, CEO Tracy E. Jones presented the 25-Year Long Service and 2018 Silver Award to Shirley for appreciation and recognition of her consistent dedication and contribution to our seniors and community.

In addition, we were also honored to have Shaun Chen, Member of Parliament (Scarborough North), Hon. Raymond Cho, Ontario Minister for Seniors and Accessibility, Corinne Wong, Board Chair of Yee Hong Centre for Geriatric Care, and Executive Directors of our different centres and service divisions at the event, presenting the awards as well as bringing words of appreciation, recognition and encouragement to our volunteers.



Two young volunteers Beatrix Yip and Shannon Lai, both of whom are students of the Faculty of Music at the Wilfrid Laurier University, performed for our volunteers with their guitar and cello. Beatrix comes to Yee Hong Centre regularly and brings music activities to our seniors in the long-term care home. Shannon indicated that she had a family member who was using some of Yee Hong's services, and she would like to express her respect and appreciation to all volunteers.





Infection Prevention and Control

Infection Prevention and Control is an integral part of Yee Hong Centre's everyday operations consistently across different departments, as we highly value the health of all our service users, staff, volunteers, and visitors. To protect both ourselves and people around us from flu and any other infectious disease, it is important for us to always follow the Infection Prevention and Control guidelines, and break the chain of transmission:

◇ Keeping your hands clean

- Before entering the center, ask yourself:
 - Are you sick?
 - Are your hands clean?



◇ Ways of preventing spread of germs Vaccination at flu season

- Eat healthy and stay healthy
- Cough / sneeze into sleeve or napkin
- Stay home if you are ill
- Report infectious illnesses
- Alert staff if you see potential problems
- Read special notices on doors
- Put on Personal Protective Equipment (PPE) to prevent the spread of germs



If you have any question or concern, please don't hesitate to contact our staff.

MAKE A DIFFERENCE IN 2019

Volunteer!

Would you like to make new friends and really make a difference with your spare time? Join us and support ...

- Games and activities
- Interest classes
- Transportation
- Friendly visiting
- Meal preparation
- Serving meals and feeding
- Events — Clerical duties
- ... and so much more!



By registering as a volunteer with us, you are also invited to ...

- Volunteer training and workshops
- Volunteer gatherings
- Volunteer recognition events
- ... and more to come. Stay tuned!

Be a Volunteer and Make a Difference!

Yee Hong Centre – McNicoll & Markham

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⇒ Tel: 416-412-4571 ext. 4640

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VOLUNTEER TRAINING



Training for volunteers on Palliative Care

⇒ **Time:** 6 Saturdays (May 11th, 18th, 25th, June 8th,

15th & 22th, 2019), 9:30 a.m. – 12:30 p.m.

⇒ **Location:** 60 Scottfield Dr., Scarborough

⇒ **Language:** Cantonese, with English or Chinese notes.

Understanding Dementia and Supportive Communication

⇒ **Time:** Wednesday July 9th, 2019, 3:15 p.m. – 5:30 p.m.

⇒ **Location:** 60 Scottfield Dr., Scarborough

⇒ **Language:** Cantonese, with English or Chinese notes.

Limited space! Please contact us now to reserve your spot:

Angela Chan: Tel: 416-412-4571 ext. 5641, or

Email: angela.chan@yeehong.com.

Greetings from Dora Huang, new Program Coordinator of Volunteer & Advocacy!

I am excited to join the team, and looking forward to meeting you!

Feel free to contact me at

416-412-4571 ext. 2619, or at
dora.huang@yeehong.com.



Helpful Tips: Check out the new videos posted on our Care-Learning website! We will be updating free videos for caregiver education and support on a quarterly basis.

Website: <https://www.yeehong.com/care-learning/>

We are working on improving our Volunteer Newsletter so that it is more relevant and useful for our volunteers. If you have any suggestion or feedback, please don't hesitate to contact me at 416-412-4571 ext. 2619, or at dora.huang@yeehong.com.