

Yee Hong Newsletter



August 2021

CEO Message



San Ng

What a relief to reopen our buildings again as the province and Public Health relax their COVID-19 rules. We welcome our volunteers, community clients, family members and other visitors back to Yee Hong.

Before you travel to a Yee Hong Centre, check the website for more information about the rules that apply to you. Here are a few things we're doing to put safety first:

Online and remote services

keep us connected and safely apart. Virtual day programs, remote learning and Video Chat with LTC residents have been extremely popular and these innovative programs will continue.

Vigilance against the virus

continues at all Yee Hong Centres. We screen everyone at the front entrance, we're wearing masks and we're washing hands.

Vaccines are our best

protection against the virus' worst effects. If you're coming into a Yee Hong Centre, please get fully vaccinated. (You won't need to test for COVID-19 if you show proof of full vaccination at our front entrance!) Call the Yee Hong COVID-19 Vaccine Support Hotline at 416-412-4570 to get more information.

We're all learning and working together to reopen safely. One

thing won't change: we're still here for seniors living their lives to the fullest, with independence, health and dignity. Welcome back!





New look for the Newsletter!

Starting Sept 1, the Yee Hong Newsletter will have a new look. Your copy will arrive by email with many more links to Yee Hong photos, events and information. If you currently receive a print copy in the mail, we'll ask you to try something new with our Sept issue.

Most of our readers already follow us online, and this switch will connect them with more stories every month. The Newsletter's new format will also allow us to post items in English, Traditional and Simplified Chinese for the first time. We think the new format will improve our Newsletter, and we hope you think so too! Let us know at innovations@yeehong.com



Yee Hong will be the model of excellence in culturally appropriate seniors care
www.yeehong.com

 YeeHongCentre
 yee-hong-centre-for-geriatric-care
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首席行政總監的話

隨著安省衛生廳放寬疫情活動限制，頤康中心將逐步恢復開放。我們歡迎義工、院友家屬、關顧者以及其他訪客來頤康探訪。

在到訪頤康中心前，請瀏覽頤康網站查看相關探訪及新冠檢測規則。以下是頤康中心對探訪活動安全作出的調整：

網上服務讓我們保持聯繫同時保持社交距離。網上耆老日間服務、線上課程及與院友視象聊天最受歡迎。這些創新活動將持續進行。

頤康中心會對病毒保持高警覺性。凡要進入中心的人士必需從指定入口進出，並進行新冠排查，配戴口罩及注意手部消毒。

疫苗是對於新冠病毒的最佳防範。在到訪頤康中心前，請完成接種兩劑新冠疫苗。（如已經成功接種兩劑疫苗，並提供已接種疫苗證明的人士，不用於中心內再進行新冠病毒檢測）更多有關疫苗的資訊，請聯絡頤康新冠疫苗支援熱線 416-412-4570。

我們每個人正學習並協作讓中心安全地放開。我們的使命不會改變，頤康仍繼續努力為長者們能過最健康、獨立和有尊嚴的生活。歡迎您的再次到訪！

新版頤康護理院通訊

從9月1日開始，頤康將推出新版護理院通訊。我們將會以電郵形式將簡易版通訊發送給您，點擊鏈接即能閱讀頤康信息、活動諮詢及照片。如果您近期仍收到紙質通訊，我們邀請您體驗我們9月的線上版本。

許多我們的讀者在網絡上關注頤康諮詢，我們也將在每個月把更多故事在線上與您分享。首期新版護理院通訊將以英語、繁體及簡體呈現。

期待此改版能優化溝通，我們也希望您喜歡！歡迎將您的反饋發送至 innovations@yeehong.com。



Yee Hong Centre - Scarborough McNicoll, 2311 McNicoll Avenue, Scarborough

Yee Hong Centre - Ho Lai Oi Wan Centre, 2780 Bur Oak Avenue, Markham

Yee Hong Centre - Mississauga, 5510 Mavis Road, Mississauga

Yee Hong Centre - Scarborough Finch, 60 Scottfield Drive, Scarborough

Concerns, Complaints and Compliments

In order to provide the highest quality of service, our Centres welcome your feedback of any kind. Suggestion boxes in the reception area accept your comments in writing. You can also give your comments to our staff in person, by phone or in an email to care team leaders.

If you have a concern, please report it to a Yee Hong manager to provide us an opportunity to discuss and investigate if needed to resolve the issue. Ontario's *Long-Term Care Homes Act* also includes a reporting process for the most serious complaints.

At Yee Hong, all residents, clients and substitute decision-makers are given a copy of our Concerns & Complaint Procedure at the time of admission. At any time you may request your own copy of our complaints process, including contact information to report a matter to the Ministry of Long-Term Care.

Our teams are committed to excellence and to the highest quality care and services. Thanks to your feedback, our residents and families are partners in this process. That's why we appreciate all your compliments and we respond promptly to any issues or concerns that you may have.

顧慮、投訴和表揚

為了提供最高質素的服務，頤康中心歡迎您提出反饋。您可以將意見以書面形式投遞至大廳接待處的意見箱，或將您的意見以電話、郵件或面對面反饋予我們的員工。

如果您有任何顧慮，請向護理院的經理反饋，我們將在日後對此討論並制定解決方案。安省長期護理法案 包括對最嚴重投訴的報告程序。

在頤康，所有的院友、服務使用者及替代決策者在入院時都有一份關於顧慮和投訴流程的指南。您可以隨時向我們索取投訴流程副本，包括如何向長期護理廳投訴或報告。

頤康致力於提供最優質的服務和護理。感謝您的反饋，院友和家屬是頤康重要的合作伙伴。因此，我們感謝您的讚美，也會及時回覆您可能遇到的問題和顧慮。



Supporting Resident Wellness

Yee Hong has been creating opportunities for residents and for caregivers to be with loved ones to enjoy the outdoors. All four sites welcome residents, caregivers, visitors and staff to access the Yee Hong Gardens, Patios and Balconies.

In Mississauga Yee Hong, Activation Department have created a garden with the concept of Labyrinth and multi-sensory stimulation in mind. The labyrinth is a place for people to walk and relax. Walking the Labyrinth quiets the mind, opens the heart and grounds the body. The walkways invite the visitor to slow down, and as it start and finish at the same point it is also ideal for people with dementia. The Labyrinth is also designed with wide paths for easy maneuvering in a wheelchair. To add more charms to the garden, there are sound of birds and wind chimes, positive messages of love and joy, smell and touch of the fresh flowers and herbs stimulating the senses and the mind. The garden provides a quiet place alone, a beautiful place to connect with others, and many other reasons unique to each individual.

In long-term care settings, gardens can enhance social interaction; promote activity, exercise and physical health; provide multi-sensory stimulation and engage the brain. And sometimes when you're out in nature, it's just good for the soul.

"What a wonderful place! You must have put a lot of thoughts and hard work into it. It is so peaceful, relaxing and comfortable, I love bringing my mom to this beautiful garden. Thank you!" one family member told us.

院友心理健康

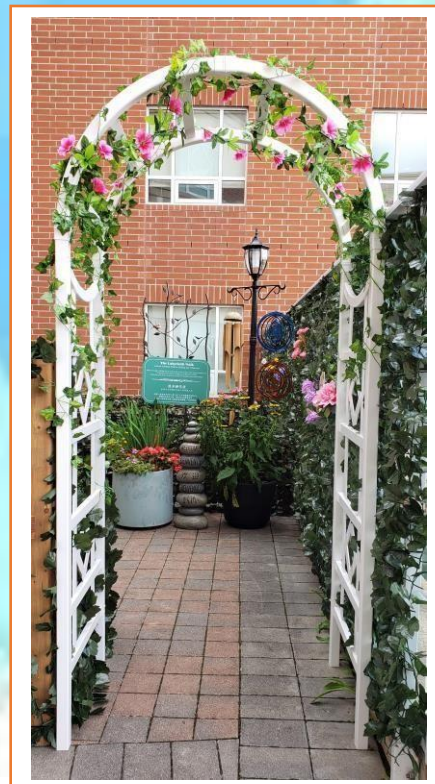
頤康中心歡迎院友與親友一起享受戶外歡聚時光。四所頤康護理院均設有頤康花園、庭院和陽台供院友、家屬、訪客和員工使用。

今年夏天，密市頤康活動部以靜思和感官刺激的概念建立了一個靜思徑園。靜思徑是散步和放鬆的好地方。漫步靜思徑可以安靜思維，打開心扉，讓身心靈得平靜。靜思徑是讓我們放慢腳步的地方，它祇有一個進出口，對患有腦退化的院友行走靜思徑很是合適。園中的路徑設計寬闊方便輪椅使用。為使花園增添功用，園內設有仁愛和喜樂等積極信息、亦有風鈴和雀鳥聲，加上花卉和香草的芬芳皆能提供心靈和感官刺激。靜思徑園提供一個可獨自安靜的地方，一個與他人互動的地方，也可以在園中悠閒自得，各取所需。

在長期護理環境中，花園可以增強社交互動；促進活動、步行和運動；提供感官刺激。當身處在戶外自然環境中，對心靈亦有好處。

「多麼優美的地方！你們一定用了很多心思和時間，讓它如此寧靜、使人放鬆和感到舒適，我喜歡帶我媽媽到這個美麗的花園。謝謝你們！」一位家庭成員表示。





Hair Salons Reopen

髮廊重啟

The Finch Centre's favourite hairdresser has returned! Vivian has finally come back into our Finch home after Ontario's COVID-19 lockdown. Now residents will be thrilled to have safe and professional hairdressing services in the Centre's main floor salon. "It's been several months," said Vivian. "I miss the residents, and feel so happy that the salon can reopen."

To schedule an appointment for a Finch Centre resident, phone Vivian at 416-999-2998. At the McNicoll Centre phone George at 416-293-3999 or 416-277-8339. Salons at the Markham and Mississauga Centres are taking clients by appointment too. Residents can schedule a cut with help from their care team.

芬治中心美髮沙龍重新開張啦！在安省宣佈解封以後，髮型師 Vivian 復工了。現在，院友又可以到大廳的美髮屋體驗安全又專業的理髮服務。Vivian 說：「已過去了好幾個月，真想念公公婆婆們，很開心可以復工啦。」

如欲為芬治中心院友預約理髮，請致電 Vivian 416-999-2998。麥瀝高中心，致電理髮師 George 416-293-3999 or 416-277-8339。萬錦和密西沙加中心的美髮屋也重啟了，提前預約哦！院友的護理團隊也可協助預約理髮。



FOUNDATION MESSAGE

NEW MEDICAL EQUIPMENT NOW BENEFITTING PATIENTS AT THE HOSPICE



Thanks to all the donors who supported our recent bladder scanner fundraiser. Our nurses can now monitor urine output and perform regular bladder scans to determine if intervention is necessary. The new equipment makes a huge difference to patients at the end of life.

“It prevents unnecessary catheterization and cystoscopy, and helps optimize the quality of life for patients facing a life-limiting illness,” said Nazira Jaffer, the Executive Director of Yee Hong Peter K. Kwok Hospice.

DONATE AND SUPPORT US TODAY

捐款支持頤康

Online網上:
www.yeehong.com/donate

Call電話: 416-321-0777

In-person親臨:
Yee Hong Foundation
(60 Scottfield Drive,
Scarborough)

新醫療設備惠及寧安中心病人

感謝所有在近期支持寧安中心膀胱掃描儀籌款活動的捐贈者。這台新設備對臨終病人十分有幫助。我們的護士可以監測病人的尿量並定期進行膀胱掃描，以判斷是否需要外部干預。

頤康郭幼廷寧安中心行政總監Nazira Jaffer 說：「膀胱掃描儀可以防止不必要的導管插入術和膀胱鏡檢查，並有助於提高臨終病人在生命末期的生活質量。」

COMING SOON: SCOTIABANK MARATHON

Are you a runner?

Do you want to run and help our seniors?

This October, Yee Hong Foundation will send a team to participate in the annual Scotiabank Toronto Waterfront Virtual Race and raise funds for our outstanding senior care. For each of the past 8 years, we have won the award for "Most Fundraising Dollars per Fundraiser", which includes an additional donation from race sponsor Scotiabank.

Join the Yee Hong team and run for the seniors!

For inquiries or to register, please contact our office at 416-321-0777 or www.yeehong.com/donate.

A GAZEBO AT THE HOSPICE

With the support of Yee Hong Garden Terrace residents and the Residents' Association Chairperson Mrs. Julia Chan, a beautiful Gazebo Garden was set up at Yee Hong Peter K. Kwok Hospice. A total of \$6,000 was raised within just a week for the construction of the gazebo.

Now patients have a pleasant place to spend time with their family and get some fresh air and sunshine.

近期活動：

豐業銀行慈善馬拉松

你是否熱愛跑步？

你是否有意加入慈善馬拉松賽？

十月，頤康基金會將會組隊參加豐業銀行湖濱慈善馬拉松賽，並為頤康的長者服務籌款。在過去的八年中，頤康連續獲得賽事「最高平均個人籌款額獎」殊榮，以及主辦方頒贈的額外獎金。

如有意加入頤康隊並為長者籌款，歡迎聯係基金會：416-321-0777 或 www.yeehong.com/donate.



善終護理院涼亭

感謝頤翠園住客和住客委員會主席 JULIA CHAN 的善心，在短短了一個月中，籌募了\$6000善款，為寧安中心庭院添置了一個全新的涼亭。

現在臨終病人將有一個愉快的地方與家人共度時光，呼吸新鮮空氣並享受陽光的溫暖。