

Yee Hong Newsletter



March 2021

Interim CEO Message



San Ng

Dear families

I'm very pleased to tell you the COVID-19 outbreak at our Mississauga Centre has been declared over. In total 15 residents and 5 staff tested positive for the virus in January and February. Everyone recovered.

This is a relief for all of us, and a testament to our skillful and dedicated care teams.

Congratulations to the Mississauga Centre and thank you to Mississauga families as well for your trust and patience. Frequent calls and emails kept affected families up to date, and on February 1 our clinical leaders hosted a phone-in teleconference to answer questions.

We hope lower community spread and more access to vaccines will reduce the risk of future outbreaks. In February the overwhelming majority of Yee Hong residents received a second dose of the Moderna vaccine. Most staff members have also had their second doses to reach full immunity.

Vaccines build immunity in a person but they won't make the virus disappear. That's why we'll continue to wear masks, wash hands, keep a safe distance from each other and wear appropriate Personal Protective Equipment.

All other best practice measures for infection prevention and control will remain in place.

Ontario also announced a new approach to testing and front-door screening (see details on page 5) that add new protections against the virus in long-term care homes.

COVID-19 will be with us a while longer but we're learning to manage the threat and prevent the spread. I encourage you to take the vaccine yourself when you become eligible and I look forward to sunnier days ahead. In the meantime please stay safe and warm.



YeeHongCentre
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geriatric-care
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臨時首席行政總監的話



伍倩文

親愛的家屬

我很高興地告訴您，密西沙加中心的新冠疫情已經解除。在一月份和二月份，該中心有 15 名院友及 5 名員工先後新冠病毒檢測呈陽性。目前，他們每個人均已康復。

這是一個好消息，也是對頤康專業護理團隊的肯定。祝賀頤康密西沙加中心，並感謝每一位家屬的信任和耐心。我們通過頻繁的電話及郵件溝通，確保受影響的家屬第一時間得到最新的消息。此外，我們護理團隊的管理層還在 2 月 1 日舉行了電話會議，解答大家的疑慮。

我們希望病毒社區傳播率的降低以及疫苗的普及將減少未來護理院爆發疫情的風險。在二月份，絕大部分的頤康院友接種了第二劑莫德納疫苗。多數中心的工作人員也進行了第二劑疫苗接種以達到有效的免疫

疫苗可以增強人的免疫力，但不會使病毒消失。因此，我們需要繼續佩戴口罩、勤洗手、保持社交距離並穿戴適當的防護服。安省政府還將開始實行一種新的病毒測試以及入口排查方法（詳情請查閱第 6 頁），從而為長期護理院增強保護措施。

新冠病毒短時間內不會消失，但我們也正在學習如何防止病毒擴散。如在條件允許的情況下，我鼓勵您考慮接種疫苗。請保持安全健康，期待世界被治愈，陽光常在！



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

Markham Centre Activation Virtual Programming

Yee Hong has been adding and expanding virtual programs for our residents throughout the pandemic. COVID restrictions interfere with face-to-face activities but we're developing many more strategies to energize and connect our seniors.

Markham Activation Team introduced Virtual Reality Programs to our residents in June 2019. Last year the COVID-19 Pandemic has speeded up the pace and widened the scope of our new technology.

Video Chats using Facetime and SKYPE connect residents with their loved ones. Video Chats are very powerful tools to sustain residents emotionally and socially. We have found families and friends from all over the World chatting and laughing with our residents during video chats. We hold virtual Birthday Parties every month, we arranged for one resident to attend a virtual funeral service for his brother and one resident witnessed a very sweet wedding of her great granddaughter. Now, more and more families are using Zoom so it even can connect many families in just one call! We have successfully connected resident to resident as well. We have used Zoom to hold our Residents' Council Meeting.

We are also using the iPads every day for interesting games and interactive activity apps to engage residents individually. We can maintain the intellectual, emotional, social, physical, spiritual and religious needs of residents by playing recorded entertainment and games. This includes movies, music videos, word search, math, Sudoku, matching, all types of puzzle activities and colouring to engage residents. We have connected residents to Catholic Mass, Buddhist programs & South-Asian religious programs on Youtube and Christmas programs online.

During Chinese New Year, our residents felt the festive spirit by watching e-greeting cards and virtual Chinese New Year performances by volunteers and Yee Hong's Community Social

Services. We took a virtual tour of the Flower Markets in Hong Kong on New Year Eve and watched all types of Cooking programs! These activities opened up a lot of meaningful conversation and reminiscing opportunities for our residents. Even residents of other cultures can appreciate Chinese cultures when watching the celebration online. A virtual Wheel of Fortune allowed residents to try their luck to win a special prize! They really loved it!

All four Yee Hong Centres provide similar virtual programming to benefit their residents. New technology in our Activation programs does not replace in-person programs; instead it improves our program quality and introduces a new level of variety to enrich the lives of our seniors. Virtual programming offers endless possibilities for our seniors to see the world in a new perspective.



Residents participating in Virtual Programs

受疫情影響，頤康開展了很多綫上活動。儘管面對面的活動被限制，但這並不妨礙我們發揮想象，利用創新的手法為院友提供康健活動，保持他們的健康活力。

2019 年 6 月，頤康萬錦中心開始利用虛擬現實技術為院友的娛樂生活增添樂趣。在過去一年中，這項新科技被中心廣泛地使用。

利用 Facebook 及 SKYPE 進行視像聊天是另一項活動。這使得院友能與家人保持聯繫，有益於他們的心理健康。我們發現有來自世界各地的院友家屬和朋友與院友在網絡上“見面”，談笑風生。每個月，我們亦會舉辦綫上生日會。此外，一位院友還在綫上參加了他兄弟的葬禮，另一位也隔著屏幕，目睹了她曾孫女的婚禮。現在，有越來越多的家屬利用 Zoom 安排多人在綫聊天。我們還可以讓院友與院友在網上聯係。我們亦用 Zoom 舉行了住客議會會議。

除此以外，院友還可在 iPad 上參與有趣的遊戲。通過例如看電影、聽音樂、找單詞、做數學、數獨遊戲、配對遊戲、拼圖、塗顏色等娛樂活動，以滿足他們在腦力、精神、情感、社交、身體、以及宗教上的需求。通過 YouTube 的視頻，院友還能參與天主教彌撒、佛教及南亞宗教的節目，以及聖誕節的慶典。

在農曆新年時，義工們和頤康社區服務部送來了電子賀卡和新年表演。在除夕夜，我們還安排了虛擬游覽香港的花卉市場，並觀看各種烹飪節目。這些虛擬活動，令許多院友重回兒時記憶，也由此產生了很多共鳴。就算是其它族裔的長者，也很喜歡這些新年慶典活動。最受追捧的當數幸運大轉盤，院友們紛紛參與抽獎，喜得禮物。

其它三家頤康中心也均為院友準備了類似的活動。雖然新科技無法取代面對面的交流，但它提升了活動的質量，並豐富了院友的生活，使得長者能用嶄新的視角看世界。



New government rules at Yee Hong front entrances

A new screening process is being introduced at Yee Hong Centre entrances. Ontario is making changes to access and testing in long-term care homes.

Security guards are now responsible for the screening process at our front entrances and everyone entering a Yee Hong Centre will give a sample for rapid antigen testing. The government's new directive applies to all long-term care homes in Ontario.

Everyone entering a Yee Hong Centre is screened for COVID-19 symptoms, recent travel and evidence of fever. A uniformed guard has been added to the process to create third-party oversight of screening questions and temperature checks. In order to comply, Yee Hong contracted Vista Security to supervise all arrivals and departures through a single front entrance at all four Centres.

Rapid antigen test kits for COVID-19 surveillance are also being adopted at long-term care entrances. Essential visitors will be tested each time they enter a Yee Hong Centre, and wait briefly in our lobby for their test result. Rapid antigen test kits produce a result within 15 minutes, and most people find it much less invasive to collect a sample than for deep nasopharyngeal swab testing we used previously in Ontario. Employees will be tested up to three times each week using the same test kits.

These new measures will affect everyone entering Yee Hong Centres, including essential visitors, students, physicians and contractors. Rollout is beginning in phases at all Yee Hong Centres and will be fully implemented in March.

Second doses of the Moderna vaccine for Residents

COVID-19 vaccination continued at all four Yee Hong Centres during the week of February 8-12. Consenting and eligible residents received a first dose of the Moderna vaccine in January, when more than 90% of residents gave permission.

Yee Hong has been working with its Public Health, LHIN and hospital partners to safely administer the vaccine to residents and essential caregivers in our Centres. The Moderna vaccine is safe and highly effective against COVID-19. These second doses are required to reach a more optimal immunity.



Residents receiving the 2nd dose of COVID-19 Vaccination

頤康按省府要求 實行入口排查新規

頤康中心正實行新的入口排查規定。安省政府已要求長期護理院實行新的入院規定以及新冠病毒檢測方法。

目前，中心 24 小時設安保，對每一位進入護理院的訪客收集快速檢測的樣本。這項新指令適用於安省所有的長期護理院。

每位訪客進入護理院時，都將回答包括是否有任何新冠肺炎症狀以及近期旅行史的問題，還將測量體溫。省府規定入口處還需一名穿制服的保安作為第三方，監督入院排查工作。為此，頤康聘請了 Vista Security 的安保，並將在每個中心只開放一個入口進入大樓。

此外，長期護理機構還收到了新冠病毒快速檢測的試劑盒。必要訪客每次進入護理院，都將接受檢測，並在大廳中短暫停留，等待檢測結果。快速檢測試劑盒可在 15 分鐘內出結果。大多數接受過檢測的人表示，相比安省之前推行的鼻咽拭子檢測方法，快速檢測沒那麼令人難受。中心的工作人員將使用相同的檢測方法，每周進行三次檢測。

這個新規將適用於每一位進入頤康中心的訪客，包括必要訪客、學生、醫護工作者以及供應商。新規正分階段開始推行，並將在 2021 年 3 月 15 日後全面實行。



院友接種第二劑莫德納疫苗

在 2 月 8-12 日的這一週，四家頤康中心安排了第二劑疫苗接種工作。同意並符合接種要求的院友在一月份進行了第一劑莫德納疫苗的接種。超過 90% 的院友簽署了疫苗同意書。

頤康與公共衛生部、地方保健綜合網絡及醫院夥伴合作，為中心的院友及必要關顧者安全地進行接種。莫德納疫苗對預防新冠病毒安全有效，接種二劑後，免疫保護效果將達到最佳。



頤康長者正在接種疫苗

密西沙加中心住客提供新春對聯：

頤養天年齊歡樂
康健精神勝新冠

頤養性情多閱讀
康健體魄運動勤

THE FIRST VIRTUAL DRAGON BALL WAS A TREMENDOUS SUCCESS

We are thrilled to announce that, with your support, Yee Hong Community Wellness Foundation's first virtual Dragon Ball livestreamed on Feb 13 was a tremendous success!

Thank you for helping the 32nd Dragon Ball succeed well above our expectations. So far, we have raised \$600,000 through sponsorships, donations, and VIP ticket sales. The net revenue is comparable to, if not more than, some of our previous in-person gala events. We believe that it has also generated the most revenue among all online fundraisers organized by the community.

We have accomplished the impossible because everyone understands the urgent need to maintain our excellent services for the seniors, to protect our seniors against COVID-19, and to build three new long-term cares for the aging population. It was truly an unusual Dragon Ball for unusual times.

The event attracted a wide range of attendees in Canada and worldwide through multiple online platforms. On Facebook and YouTube alone, we have recorded over 13,000 views. Other platforms include OMNI TV in Eastern Canada, Western Canada and the Prairies, and iQIYI North America.

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“Dragon Ball 2021, a record performance for audience around the world. Thanks for the many hours of hard work and dedication working with so many parties to deliver an outstanding performance that is the envy for every organization.”

“We loved the Chinese New Year greetings delivered by the staff of the different Yee Hong Centres. They reflected the happy environment and the Yee Hong spirit.”

“We were impressed by the number of ‘chats’ and ‘comments’ during the live-streamed show... Last but not least, the complete gamut of bag of goodies that accompanied the Culinary Certificate was well done and overwhelmed our guests!”

Thank you again for your kindness, trust and donations. With spring approaching, we will continue to host more fundraising events, such as online auctions and raffle sales.

With your continued support, we look forward to the expansion of Yee Hong and provide much-needed care to the seniors.

MISSED THE LIVE SHOW?

You can still watch it on the Foundation's YouTube Page.

@YeeHongFoundation

疫情陰霾下的突破 「龍宴」籌得六十萬元善款

我們很高興與您分享喜訊，頤康基金會首次線上「龍宴」於2月13日（年初二）圓滿舉辦。

在各贊助商、善長以及購票人士的鼎力支持下，這農曆新年慈善晚會成功籌得善款60萬元，用於支持頤康的長者服務及擴建計劃。儘管善款總收入不及往年的線下晚會，但少了場地和宴會等費用，支出亦有減少。加上贊助機構和購票者的熱情，使得這首次雲端「龍宴」意外地成功。籌款收入也可能是社區中同類型線上慈善晚會之最。

疫情令籌款陷入窘境，但堅持為華裔長者提供有尊嚴的晚年生活、保護他們的健康安全，以及新建三家長期護理院的使命，促使我們迎難而上，第一次將這大型的籌款晚會搬上熒幕。

通過不同的網上平臺，晚會得到了比以往更多人的參與及支持，僅是YouTube及Facebook在活動當晚就有萬三觀眾。此外，愛奇藝北美站及OMNI電視臺加東、加西部及草原省份的頻道還對這次「龍宴」進行了轉播。

感謝您長期以來的信任及捐贈。順應疫情的特殊情況，基金會的籌款形式也與時俱進。從今年春天起，我們將陸續推出其它線上籌款活動，例如慈善抽獎券、網上競拍等。期待您的參與，並與頤康一同成長，服務更多長者！



“

「2021 龍宴的創新表演，吸引世界各地的觀眾。感謝辛勤付出的工作人員，以及給予幫助的各方機構，讓我們看到一台高水準的線上晚會。」

「很喜歡頤康各部門員工的新年祝福，這體現了頤康大家庭的溫馨和敬業樂業的精神。」

「晚會直播區熱烈的互動留言，令人驚嘆... 感謝主辦方為我們準備的新年禮包和美食餐券，它們備受歡迎。」

錯過了「龍宴」直播？

請關注頤康基金會
YouTube頻道，
觀看完整版晚會

@YeeHongFoundation