

# Yee Hong Newsletter



October 2020

## CEO Message



Tracy Jones

Dear families

Thank you to everyone who sent kind wishes and messages of support to the Markham Centre. Cases of COVID-19 detected there have recently been the focus of our attention. Residents and staff who tested positive are isolated from others, and our safety measures are preventing wider spread.

Surveillance testing raised the alarm on September 9 with a positive staff test, just as the first symptoms emerged on the floor.

Yee Hong's top priority is the health and safety of our residents and staff. I am monitoring staffing levels and the stockpile of Personal Protective Equipment and both are holding steady. Yee Hong is working closely with our partner Markham Stouffville Hospital, who assessed our Infection Prevention practice on Thursday, September 17. Their team confirmed the best-practice pandemic measures are already in place.

Markham Centre visiting policies have been suspended while York Region Public Health maintains an outbreak order at the facility. Please watch our website <https://www.yeehong.com/covid-19/> for the latest and most accurate information.

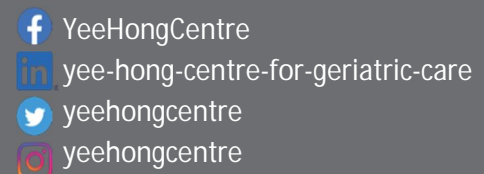
Ultimately this outbreak can be traced back to virus transmission in the community. We mitigate most of this risk with surveillance testing, screening at entrances, masks, physical distance and frequent hygiene. Since our residents

encounter staff, physicians, suppliers and now visitors too, we count on each of them to reduce the risk of infection in their daily lives outside Yee Hong centres.

I ask the Yee Hong community, which includes our staff, physicians and visiting families, to practice the most stringent safety measures as cases begin again to rise in the Greater Toronto Area. We are all responsible to wear a mask, practice social distancing and frequently wash our hands.



Yee Hong will be the model of excellence in culturally appropriate seniors care  
[www.yeehong.com](http://www.yeehong.com)



# 首席行政總監的話



October 2020

## 親愛的家屬：

感謝你們對萬錦中心的祝福和支持。最近發現的新冠病例是我們關注的焦點。目前，確診的員工和院友已經隔離。我們的防疫措施正在阻止病毒進一步的傳播。

在 9 月 9 日進行的每兩周一次的全面檢測中，一位員工檢測結果呈陽性的病例引起了我們的高度警惕，樓層出現了早期感染跡象。

頤康的首要職責是保護院友和員工的健康安全。我們正在保持對員工防疫水平和個人防護品庫存的監測，兩者情況都相對穩定。頤康正積極和我們的合作夥伴，萬錦多福醫院保持緊密聯繫，他們已於 9 月 17 日（周四）對感染防疫措施進行了評估。

自約克區公共衛生局發佈了萬錦中心爆發新冠疫情後，我們暫停了中心的探訪服務。欲了解最新和最準確的信息，請登錄我們的網站：

<https://www.yeehong.com/covid-19/>。

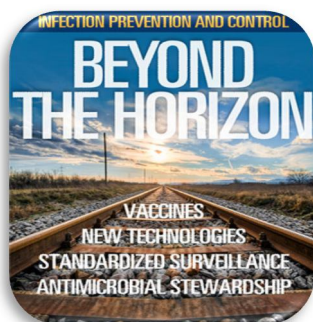
本次疫情爆發的源頭來自社區中傳播的病毒。我們正通過一系列的措施以阻止病毒傳播，包括全面的病毒檢測、入院排查、佩戴口罩、保持社交距離以及頻繁消毒。由於院友會經常接觸到員工、醫護工作者、服務支援者以及探訪者，我們需要每一個人在頤康以外的日常生活場所中降低感染病毒的風險。

我懇請頤康社群的每一位成員，包括員工、醫護人員及探訪家屬，在大多倫多地區疫情再次爆發時，遵守最嚴格的防疫措施。我們有責任做到，佩戴口罩、保持社交距離並經常洗手。



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

## **National Infection Prevention and Control Week - October 19-23, 2020**



National Infection Control Week is in October. This year the theme is: Infection Prevention and Control Beyond the Horizon. In light of the challenges facing the World in 2020, we don't know what is on the horizon, but IPAC is prepared to face it with knowledge and best practice to keep everyone safe and healthy.

The third week in October is designated as National Infection Control Week (NICW) in Canada and the U.S. In Canada, Infection Control Week originated in 1988 to highlight infection control efforts in Canadian hospitals, long-term care facilities and in the community. It was an opportunity for infection control professionals to educate staff and the community about the importance of infection prevention and to promote the important work that was being done by infection control professionals in a visible and fun way. In 1989 the federal government proclaimed Infection Control Week as an annual event.

Every Yee Hong will have a display booth with IPAC materials (i.e., hand hygiene, proper donning and doffing of personal protective equipment, facts on influenza and COVID-19, and the chain of transmission) set up in the lobby during the IPAC week for staff. Activities are planned throughout the week to promote the IPAC practices with our staff.

### **Get the Flu Vaccine, NOT the Flu**

It's likely that flu viruses and the virus that causes COVID-19 will both spread this fall and winter. Healthcare

systems could be overwhelmed treating both patients with flu and patients with COVID-19. This means getting a flu vaccine during 2020-2021 is more important than ever. While getting a flu vaccine will not protect against COVID-19, however, flu vaccines have been shown to reduce the risk of flu illness, hospitalization, and death. As soon as the flu vaccine is available to long-term care, we will be offering the flu shots to our residents and staff. To get more information on the flu, go to [www.ontario.ca/page/flu-facts](http://www.ontario.ca/page/flu-facts)

Aside from getting the flu shot, here are other important infection prevention and control practices during this pandemic: frequent hand hygiene, wearing a mask or face covering in public, maintain social distance, practice respiratory etiquette when you cough or sneeze, and stay home if you are not well.

### **Finch BBQ Meal:**

Sponsored by Finch families through appreciation donations that have been collected over the past few months, a BBQ lunch was hosted for all the Finch staff on September 11. This lunch is to thank the healthcare workers for their ongoing hard work and commitment to quality care every day.

Families expressed their gratitude for all the wonderful work Yee Hong has done to take care of their loved ones, especially during the pandemic. They asked the Finch management team to recognize all the staff by purchasing a nice meal or treat for them.

The Executive Director and Food Services Manager worked together to select a delightful menu. Food was freshly prepared by the Centre's kitchen staff and served by the Management and Command Team.

About 200 staff were able to participate in the Finch BBQ day. They thanked families for their trust, understanding and generous donations.

## 全國感染預防與控制周 - 2020 年 10 月 19-23 日

全國感染預防與控制周定於 10 月舉行。今年的主題是「全方位感染預防與控制」。雖然 2020 年世界面臨著疫情挑戰，讓我們對未來產生不確定，但加拿大感染預防與控制中心正用科學知識和實踐經驗為防疫做準備，保護每個人的健康安全。

每年 10 月的第三周是加拿大和美國感染預防與控制周。在加拿大，感染預防與控制周起源於 1988 年，當時為了對醫院、長期護理中心及社區加強防疫工作。在這一週，感染預防與控制專業人士有機會對相關從業人員和社區進行感染預防與控制工作重要性的教育，並用一種生動有趣的方法推廣過去在相關方面所取得的成就。在 1989 年，聯邦政府將全國感染預防與控制周定為每年舉行的活動。

每年，頤康都會在這一週，於中心大堂內設立展板，向員工宣傳感染預防與控制的知識，包括手部消毒、如何正確穿戴及脫卸個人防護裝備、有關流感及新冠病毒的消息，以及病毒傳播鏈等。此外，中心還將開設一系列的活動，對員工進行相關培訓和教育。

### 接種疫苗，防止流感

在今年的秋季和冬季，我們有可能同時經歷流感和新冠病毒的侵襲。衛生醫療系統恐在同一時間接收兩波病人時面臨挑戰。因此，在 2020-2021 年期間，接種流感疫苗至關重要。雖然流感疫苗並不能防止新冠病毒，但是它能減少得流感、住院及死亡的風險。當流感疫苗派發至長期護理中心時，我們會為院友及員工安排接種。欲了解更多流感信息，請預覽網站：[www.ontario.ca/page/flu-facts](http://www.ontario.ca/page/flu-facts)。

除了接種流感疫苗外，在疫情期間，更要遵守防疫措施，其中包括經常消毒雙手、佩戴口罩或遮住口鼻、保持社交距離、咳嗽或打噴嚏時注意禮儀，以及在感到不舒服時請呆在家中。

### 愛心燒烤餐感謝員工

頤康芬治中心於 9 月 11 日向員工派發了燒烤午餐，以感謝他們辛勤工作以及努力提供優質的護理服務。此愛心午餐由芬治中心的家屬贊助，在過去幾個月中，中心陸續收到來自家屬的捐贈以表達對護理人員的感謝。

家屬們感謝頤康一如既往地對其親人提供貼心的照顧，尤其在新冠疫情期間。他們希望芬治中的管理團隊能向所有員工組織派發一次免費的午餐。

中心行政總監連同廚房部經理選定了一份頗受歡迎的菜單。所有食物由中心廚房新鮮製作，並由管理團隊派發給員工們。

近 200 位員工在當天領取到了愛心餐。大家十分感謝家屬們的信任、理解和慷慨捐贈。



## Creativity through COVID-19

The COVID-19 Pandemic has changed the ways we live and do things. In a positive side of the Pandemic situation, it has pressed us to work things out creatively. At the Markham Centre, Activation Workers have been modifying our program designs in order to brighten up our residents at times of uncertainty and anxiety. The Balloon Game and Mobile Social Tea are two examples.

We used to play Balloon with residents by throwing the balloon back and forth with the resident on an individual basis or playing around a table for a group of 5-6 residents. During this Pandemic time, an Activation Worker hangs a Balloon from the ceiling and lets residents hit the Balloon with a plastic tube. The game can be played by one or two residents. They can enjoy the game with their friends while maintaining physical distance and their physical function. Residents really love the new way of playing Balloon.

Social Tea is another favourite activity in our home that was interrupted by the pandemic. Residents really missed the time together enjoying snacks and socializing with one another. After careful consideration, our Activation Worker designed a Mobile Social Tea program by decorating a trolley loaded with home-made snacks. Residents enjoy green bean sweet soup, mango pudding, steamed dim sum, baked garlic bread and more. Staff push the Mobile Social Tea cart from one room to another to serve residents, chat and laugh. Residents enjoy tasty snacks they have long missed, and they are comforted and brightened up by our staff. Residents were smiling and very happy to smell and taste familiar snacks again. Their smiling faces and words of gratitude warmed our hearts!

Virginia Li  
Activation Manager

## 疫情下創意無限

新冠肺炎疫情大流行改變了我們的生活及做事方式。從積極的方面來看，疫情大流行激發我們無限創意來解決問題。在萬錦頤康中心，活動職員一直在修改活動計劃的設計，以確保本中心的住客在這段艱難時期也能保持樂觀正面的心態。氣球遊戲和流動茶座是其中兩個例子。

過去，我們經常通過來回拋氣球與住客一起玩遊戲，或者一組 5 至 6 名住客在桌子上拋氣球。在這疫情大流行期間，活動職員將氣球懸掛在天花板上，讓住客用塑料管打擊氣球，該遊戲可以由一名或兩名住客一起玩。住客可以在互相保持社交距離之下得到舒展身體機能的機會及一起享受遊戲的樂趣。住客都非常喜歡這種玩氣球的新方式。

茶座是本中心另一個受歡迎但受疫情影響的活動。住客都非常懷念一起品嚐各種小吃及互相談笑風生的時光。經過仔細策劃考慮，活動職員通過裝飾手推車來實行「流動茶座」的活動。手推車名為：「活力小吃流動車」，車上每次裝有不同的家常小吃。職員將手推車從一個房間推到另一個房間，讓住客品嚐美味小吃及談話家常！住客都十分享受美味的綠豆糖水、芒果布丁、清蒸點心和烤焗蒜蓉包等等。住客不僅有機會品嚐他們懷念多時的美味小吃，我們的員工也為他們帶來安慰和光彩！住客的笑容和感激之詞最能令我們感到溫暖和鼓舞！

活動經理李惠蓮  
頤康何黎靄雲中心



# Yee Hong 9-Hour Online Singing Marathon

## 九九重陽綿綿意 頤康網上接力競唱 9 小時

The pandemic may have disrupted our lives, but it has not impacted our love for our seniors. In support of our frontline heroes who have been critical in the efforts to keep seniors as safe as possible, and to fundraise for our expansion plan to build three new long-term care centres in the near future, we are hosting the Yee Hong 9-hour Online Singing Marathon on **Sunday, October 25, 2020**.

The date marks this year's **Double Ninth Festival**, a special occasion to show our love and care to the elderly and pay respect to our ancestors. Even during these challenging times, we can celebrate our deepest connections through music from our hearts.

Please join us for a singing marathon! A minimum of \$200 must be raised for each performance, whether individual or group. We encourage performers ask for pledges from friends and families to support this meaningful initiative. For more information or to participate in this event, please call 416-321-0777 or visit: [www.yeehong.com/9hoursinging](http://www.yeehong.com/9hoursinging).

在疫情之中，我們感到生命須臾。與我們的親人和朋友，雖然不能天長地久，但我們擁有、或曾經擁有彼此之間的愛。今年 10 月 25 日（周日）是農曆九月九日，中國傳統節日重陽節，在這一天，人們會以不同的方式表達尊老、敬老之情。頤康將在當天舉行「九九重陽綿綿意，頤康網上接力競唱九小時」活動。願借歌聲留住不老時光、往昔情懷，唱出綿綿的、最深情的告白。

頤康也希望籍著此項活動為前線護理員工打氣，感謝他們守護著一群體弱長者的安全。因為這種始終如一的專業服務，頤康在過去兩年獲批籌建三家全新長期護理中心的牌照，現正積極為建新院所需經費啓動一連串大型籌款活動。

參加演出者或團體每表演一個節目，需作捐款\$200 元或以上。我們鼓勵表演嘉賓發動身邊的親朋好友一齊募款，支持其在舞台上用歌聲唱出對長輩及親人的愛。如欲了解詳情或報名參加活動，請致電 416-321-0777 或登錄網址：[www.yeehong.com/9hoursinging](http://www.yeehong.com/9hoursinging)。



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