

Yee Hong Newsletter

CEO Message



Tracy Jones

Dear families,

At Yee Hong we have been enjoying the summer. Our gardens and terraces are in bloom, family visitors are reuniting with our residents in all four Centres and our workforce is taking well-earned vacations in turns. These warm and sunny months are refreshing and it's time for everyone to get some fresh air.

During this relatively quiet period we're reflecting too, and making careful plans for the Fall and Winter. Yee Hong staff, physicians and leaders remain vigilant against the coronavirus.

We're using the summer months to prepare for a possible second wave of the pandemic in Ontario, working closely with health authorities and the Ministry. Yee Hong was skillful and fortunate to keep all our residents healthy during the virus' first wave, and we're taking every possible step to be ready the next time.

Anyone who visited a family member at our Centres in August has seen for themselves that Yee Hong is committed to safety. Employees and visitors are properly masked, we clean surfaces and equipment frequently, and the staff is trained to keep everyone 2m apart from one another. New visitor lounges are now opened during daytime hours on the main floor of each Centre, and they apply the safety measures we developed for garden visits outdoors. Meanwhile most families still rely on our Video Chat service to connect with their loved ones this summer, with no safety risks at all. Schedule your visit online at www.yeehong.com/covid-19/visit-request-form/.

New approaches to family visiting demonstrate that we're moving forward with the "new normal" created by COVID-19. Yee Hong always made the safety of our residents, staff and physicians our top priority, and now that includes pandemic safety too. In cooperation with Ontario Health, and supported by provincial funding, Yee Hong also enhanced staff training, cleaning practices and our access to personal protective equipment. These are tangible steps that combine with new visiting practices and contingency planning to make sure we're ready.

I want to thank Yee Hong residents, their families, our employees and physicians for their patience as we adjust to the pandemic. More changes are likely to come. I am encouraged that the entire Yee Hong community has been flexible and supportive all along this journey. Your cooperation has helped us to stay a step ahead of COVID-19.



September 2020

September teleconferences

Families are invited to join a telephone broadcast with clinical leaders from their long-term care home. Callers will hear pandemic updates and learn more about safety measures we developed to reduce the risk of COVID-19 infection. The Finch and Mississauga Centres will host separate calls Tuesday evening, September 8. Phone-ins for Markham and McNicoll are scheduled Thursday evening, September 10.

At previous teleconferences, callers submitted hundreds of questions and you can too. Although it hasn't been possible to answer every question we receive – occasionally we get emails with more than 20 questions – Yee Hong is committed to transparency during the global pandemic. An invitation to join the teleconference will be emailed to you, or you can phone your Centre for connection information:

McNicoll: 416-412-4571 x 2000
Markham: 416-412-4571 x 3000
Mississauga: 416-412-4571 x 4000
Finch: 416-412-4571 x 5000

Postal Addresses for Residents

Yee Hong families are asked to confirm mailing addresses for their loved ones living at a Yee Hong Centre. Many residents receive mail they are not able to read, and some residents have accumulated unopened mail for months at a time due to the pandemic situation. Please make appropriate arrangements on behalf of your loved one if mail from outside the Centre should be directed to a POA. Examples include changing address to POA for Medisystem billing summaries, government legal documents for taxes, and other documents.



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

YeeHongCentre
 yee-hong-centre-for-geriatric-care
 yeehongcentre
 yeehongcentre

首席行政總監的話

親愛的院友家屬：

在頤康，我們享受著夏日的時光。我們的花園和陽台裏繁花盛放，前來探望的家屬和我們的院友在四所頤康中心裏重聚，而我們的員工也輪流享受他們應得的假期。這些陽光燦爛的溫暖日子令人精神振奮，也讓每個人都能呼吸一口新鮮空氣。

在這段相對平靜的時間裏，我們也在思考和為秋冬季制定周詳的計劃。頤康的職員、醫生和領導們仍對新冠病毒保持警覺。

我們利用夏天這幾個月為安省可能出現的第二波疫情作出準備，並且與衛生當局和衛生廳保持緊密合作。在第一波的疫情中，頤康有效和幸運地保障我們所有院友的健康，現在，我們正採取所有可行的措施，為下一波疫情做好準備。

在 8 月份，前來頤康中心探望家人的訪客親身體驗了頤康對安全的承諾。職員和訪客都正確地戴上口罩，我們經常清潔設施的表面和用具，並且培訓職員，確保每個人都與別人保持 2 米距離。每所中心主層新設的訪客室將會在日間開放，裏面也實施了我們為戶外花園探訪設計的安全措施。同時，在這個夏天，大部分家庭仍然使用我們的視像聊天服務與他們的親人保持聯繫，完全沒有任何安全上的風險。您可以登陸 www.yeehong.com/covid-19/visit-request-form/，在網上安排探訪時間。

家屬探訪的新方式顯示出我們正踏進因新冠肺炎而產生的「新常態」。頤康一向將我們院友、職員和醫生的安全放在首位，現在這也包括了在大流行病中的安全。頤康也跟安省衛生局合作，並得到省府的資助，加強了職員培訓、清潔措施和個人防護裝備的使用。這些實實在在的舉措，加上新的探訪措施和應變計劃，目的是確保我們為疫情未來的發展做好準備。

我要感謝頤康的院友、院友家屬、我們的職員和醫生在適應這個大流行病的過程中保持忍耐。未來可能會有更多轉變。我對於整個頤康社群在這個旅程上所表現的靈活性和支持感到鼓舞。您的合作一直幫助我們防患未然，比新冠肺炎領先一步。

我們每一個人都很強大，但同心協力的我們更強大。

9 月電話會議

我們誠意邀請您參與由各中心護理團隊負責人主持的電話會議。屆時，我們將分享大流行的最新消息，以及如何減少新冠病毒傳播風險的措施。芬治及密西沙加中心將在 9 月 8 日（周二）晚舉行電話會議。萬錦和麥瀝高中心的會議將安排在 9 月 10 日（周四）晚。

在之前的電話會議中，我們收到了來自家屬的數百個問題，這次您也可以繼續提問。儘管，我們也許無法解答每一個問題（有時我們會收到超過 20 個問題的郵件），但頤康承諾會在全球大流行期間保持透明度。我們將通過郵件發送電話會議的邀請，您也可致電各中心詢問詳情：

麥瀝高：416-412-4571 x 2000

萬錦：416-412-4571 x 3000

密西沙加：416-412-4571 x 4000

芬治：416-412-4571 x 5000

院友郵政地址

我們需要家屬確認院友的收件地址。許多院友收到信件但無法閱讀，由於新冠疫情，有院友甚至累積了幾個月未拆封的信件。請家屬為院友妥善安排郵政信箱，以能接收來非頤康中心發送的信件，例如修改 Medisystem 的賬單接收地址、政府稅收等信件地址。



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

Vivian's Salon is back!

Everyone is looking forward to getting back into the salon chair and it's the same for our seniors in the long term care home too! Vivian's Salon in Scarborough shows us how to provide safe hair care during the pandemic.

For residents of the Scarborough-Finch Centre, Vivian's Salon opened for business in August. If you would like to make an appointment for a loved one living at the Centre, please call Vivian at 416-999-2998.

Salons at the McNicoll, Markham and Mississauga Centres have been taking clients by appointment one or two days each week. Residents can schedule a cut with help from the admin office.

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|--------|-------|-------|--------|-------|-------|--------|
| Closed | 9-4pm | 9-5pm | Closed | 9-1pm | 9-5pm | Closed |

What are the safety precaution?

- The salon will open strictly for Yee Hong Scarborough Finch residents and staff. No outdoor visitors or public will be able to make appointments with the salon.
- The salon will be following the Toronto Public Health guidelines for cleaning and infection control between residents.
- The salon will only focus on hair cutting at this time and there will be no hair washing or hair coloring.
- Residents will be escorted to their appointments by Yee Hong staff.



Welcome back!



Not only wearing a face mask, Vivian has also offered a neck protector to every customer to make sure no hair will fall inside their clothes during the process.



Face shield + disposable plastic cape for the client's protection!



All tools are keeping in this container that filled with disinfectant!



After every cut, Vivian will use disinfecting spray to clean the chair.



Yeah! Vivian is ready for the next client!

髮廊重開，「一起重新恤髮」！

疫情之下，其中一個好多人都面對的問題是…無處剪頭髮！而我們親愛的住客們亦同大家一樣，希望快點可以去髮廊扮靚！來看看芬治中心的金姑娘髮廊是怎麼做好安全防疫措施。

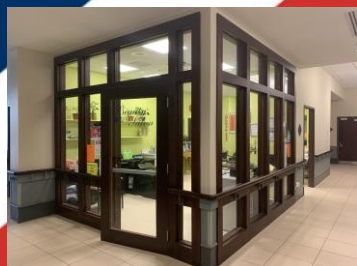
芬治中心的金姑娘髮廊已經正式重新開業啦！如果家人想為住客預約，可以致電金姑娘 416-999-2998！

頤康麥瀝高，萬錦及密西沙加中心的髮廊已開始每周 1 至 2 天提供預約理髮服務。院友可以在行政辦公室登記預約。

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|--------|-------|-------|--------|-------|-------|--------|
| Closed | 9-4pm | 9-5pm | Closed | 9-1pm | 9-5pm | Closed |

髮廊重開固然開心，但疫情之下，究竟有無安全措施去確保住客的安全呢？請看以下防疫措施！

- 髮廊只會為芬治中心的住客和員工服務，其他客人暫時恕不招待。
- 髮廊將跟從衛生局的消毒和清潔指引下提供服務，確保客人安全。
- 髮廊暫時每個時段只會為一位客人服務，所以暫時只會提供單剪服務，洗頭、染髮或焗油等其他服務暫時不會提供。
- 金姑娘會在預約時間前致電樓層員工，我們將會有員工伴同住客到達店舖，剪髮後，金姑娘會再致電樓層，我們將再有同事伴同住客返回樓層。



髮廊重開!!



當然一定要戴口罩，而為了防止髮碎跌入衫內，金姑娘細心地為住客把頸部包住，以防髮碎由頸處跌進衫內令客人不舒服。



之後當然要再把客人全身保護好，每次剪髮後，這些為客人穿上的防護物品都會立刻棄掉，而金姑娘亦會在剪髮前帶上面罩，確保安全。



剪髮的工具會浸在有消毒液的樽內，而每次用過的所有工具金姑娘亦會再次消毒。



客人離開後，金姑娘亦會把客人坐過或接觸過的地方噴上消毒液，再清潔乾淨！



安全啦！可以打電話叫下一個住客下樓啦！

Long Time No See 好久不見

Long Time No See, Our Residents have Missed You

As Ontario opens up long-term care homes for family visits, all four Yee Hong Centres re-introduced indoor visits starting from August 17 (McNicol Centre from August 24). Outdoor visits in the garden and virtual visits continue to be available.

We understand that families are eager to visit residents in their rooms to feed and care for them, but indoor visits can only take place in a designated lounge on the ground floor of the home at this time to protect residents and staff.

Other important points to note for indoor visits: 1) Visitors show proof of negative COVID-19 test within the last two weeks, 2) Wear a mask at all times during the visit, 3) A maximum of two visitors are allowed for each visit and they must be from the same household, and 4) Register online to schedule the visit. For the complete Visitor Information Package and registration form, go to <https://www.yeehong.com/covid-19/>.

Your visits mean the world to our residents. Thank you for helping our residents to stay connected and safe.



Designated lounges for indoor visits at Finch and McNicol Centres.

在芬治和麥瀝高頤康中心設置供院內探訪的指定休息室。

好久不見，我們的院友惦念你

隨著安省重開長期護理院讓家屬探訪院友，各間頤康中心從八月十七日（麥瀝高中心從八月二十四日）起開始安排院內探訪，而在花園進行的戶外探訪和視像通話服務則仍然繼續。

我們明白家屬十分希望可以到院友房間照顧院友和協助他們進食，但為了保護院友和員工，目前院內探訪只能在一樓大堂指定休息室進行。

院內探訪要注意的其他重要事項：1) 訪客須出示在過去兩週內進行的新冠肺炎測試陰性的證明；2) 在探訪期間須戴上口罩；3) 每次探訪只限兩位訪客，且必須來自同一家庭；4) 所有探訪必須在網上預先登記，以安排探訪時間。

有關探訪的詳細資料和登記表格，請瀏覽：<https://www.yeehong.com/zh-hant/covid-19/>

對院友而言，您的探訪意義重大。感謝您的支持，讓我們的院友能在保持安全的同時與親人保持聯絡。

TOGETHER! 中的頤康

Yee Hong in TOGETHER!

The Yee Hong team is captured for TOGETHER!, a photographic book and exhibit The City of Toronto sponsored photographer Randy VanDerStarren to document life across the City during COVID-19. The resulting book will be available in late October, with 100% of the proceeds from its sale to be donated to DonateTO, Toronto's official COVID-19 charity. It will also be preserved in the City's historical archives.



Photograph by Randy VanDerStarren
攝影: Randy VanDerStarren

TOGETHER! 中的頤康

TOGETHER! 是多倫多市委托攝影師 Randy VanDerStarren 紀錄新冠肺炎疫情期間這個城市中的生活的一個攝影集及展覽計劃，而配圖正是 TOGETHER! 紀錄下的頤康團隊。此攝影集將在十月下旬面世，其銷售收益將全數捐贈給多倫多市官方新冠肺炎慈善機構 DonateTO，並將保存於多倫多市的歷史檔案庫中。



Yee Hong Hospice is soon to open It needs your support

In the 4th quarter of this year, we will open the Yee Hong P K Kwok Hospice, the first residential hospice in Scarborough and the first such facility built by Canada's Chinese community, serving the palliative care needs of people from various cultural backgrounds.

As the hospice reaches the final stage of completion, it is still in need of equipment and furnishings such as wheelchairs, kitchen appliances (microwave, refrigerators), laptops/iPads, a piano, TV sets and more. These items will help ensure that patients and their loved ones are able to spend their precious time at the hospice in a home-like environment.

We hope that you will consider donating a new or slightly used item or even making a monetary donation to enable us to purchase a much-needed item for the hospice. For items such as an upright piano or organ, we will also accept a used one in good condition.

Your gift is extremely important because it offers immediate resources needed by the hospice. Please send your gift by contacting the Foundation at **416-321-0777** or online at www.yeehong.com/donate to make a monetary donation.

頤康寧安中心即將啓用 請全力支持

士嘉堡地區第一家，以及加國華人社區的首家善終護理院－頤康郭幼廷寧安中心，計劃於今年年底前正式啓用，為不同文化背景的臨終病患提供服務。

寧安中心的建築工程已進入尾聲階段，我們需要您的慷慨解囊，幫助我們購買必要的物件，例如輪椅、廚房電器（微波爐、冰箱）、便携式電腦/iPads、鋼琴、電視機等。這些家電將為臨終病患及家人提供一個「吾家」一般的溫馨環境，舒泰安寧地度過最後的時光。

懇請您捐贈全新的或九成新的家電，或直接捐獻善款以支持我們購置物件。如您有狀況良好的二手立式鋼琴或風琴，也請考慮捐贈予頤康。

您的捐助對我們十分重要，並將為寧安中心添加最急需的物資。如欲捐贈，請致電頤康基金會 **416-321-0777**，或在網上捐款 www.yeehong.com/donate。

此時此刻，我們需要您的全力支持，一同為生命走在最後一程的末期病患者送上關愛！



**Yee Hong Community
Wellness Foundation**
頤康基金會

