

# Yee Hong Newsletter



August 2020

## CEO Message

Tracy Jones



### Still Connected

Summer weather and Ontario's phased reopening remind us what life was like before COVID-19. Some familiar activities are returning while the pandemic slows in Ontario. It's a relief after the scary experience we shared this past spring. We can all be proud of Yee Hong staff, physicians and leaders for keeping the virus away from

our seniors during the pandemic's first wave.

At Yee Hong we're putting safety first and we remain vigilant against the virus. Active screening continues at all entrances, the staff is tested for COVID-19 every two weeks, and we are topping up our stock of Personal Protective Equipment. Inside our homes, physical distance and a comprehensive hygiene program are in place. Even as the government restores services in stages, our residents and families can be confident Yee Hong is taking the necessary steps to protect our vulnerable seniors.

It takes a little more effort to stay connected while we keep a safe distance away from each other. Video calls with our residents remain the most popular way to

see a loved one living at Yee Hong. It's quick to enroll online, convenient for residents and many family members can join the same virtual visit.

You may also drop off care packages (please no food or valuables) and clothing for a loved one. This service is available weekdays from 10:00-2:00, and you can check the website for instructions. Some family members are choosing to visit their loved ones outdoors in the garden, and soon we'll introduce visitor lounges for scheduled visiting indoors.

Although the pandemic continues to change our Centres, it can't keep us apart. I invite you to connect again with loved ones at Yee Hong. Check the website to schedule your visit.



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



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# 首席行政總監的話

## 繼續保持聯繫

夏日的到來以及和安省的分階段重啟都在提醒我們新冠疫情之前的生活是什麼樣的。在安省的疫情減緩時，一些熟悉的活動開始回歸，讓剛剛經歷了一個可怕的春天的我們稍稍紓緩了心情。我們都可以為頤康的員工、醫生及領導團隊在大流行的第一波期間保護了我們的長者不受新冠病毒感染而感到驕傲。

在頤康，我們將安全放在首位，並且對病毒保持警惕。所有入口處都將繼續進行主動篩查，並會繼續每兩星期對工作人員進行一次新冠病毒測試，同時我們也在補充個人防護裝備的存貨。在我們的各院中，已經實施保持物理距離和全面的衛生計劃。即使政府逐步恢復服務，我們的院友和家屬也可以放心，頤康正在採取必需的措施來保護我們的長者們。

我們在保持彼此之間的安全距離時，保持聯繫就需要更多的努力了。視像通話仍然是與住在頤康的院友聯絡的最受歡迎的方式。網上註冊過程快捷，方便了院友和許多家屬在網上遠程相聚。

您也可以遞送護理包（請不要送食物或貴重物品）和衣物過來給院友。我們在星期一至五的上午十時到下午二時之間可接收遞送的物品，詳情請查看我們網站上關於遞送物品的相關須知。一些院友家屬選擇在室外的花園中探訪院友，不久之後我們也將提供室內探訪空間，以供院友和家屬預約進行室內探訪。

儘管大流行疫情仍在繼續影響我們，但它無法將我們分隔。我邀請您與居住在頤康的親人保持聯絡。歡迎瀏覽頤康網站安排您的探訪。



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

It has been five months since the government declared a pandemic emergency due to COVID-19. During this time, Yee Hong Centre has managed to keep its residents and employees safe thanks to the concerted efforts of the entire team, who has the expertise and commitment to residents to diligently implement and follow best practice to reduce entry of the virus and to contain the spread.

Nursing management stays in the office beyond 9 – 5 to ensure the homes operate smoothly. As well, leaders made regular weekend onsite visits during the first two months of the pandemic to offer encouragement and moral support – Championing Yee Hong's spirit: We are in this together." Frontline workers take up double shifts when there is a staff shortage. PSWs spend time to talk to residents to cheer them up and cut hair for residents when hair salons are closed. Activation team arranges video chats and outdoor visits for families to see their loved ones. Staff members make PPE for co-workers. Everyone has one goal in mind: to protect residents and each other from the invisible enemy.

"During these difficult times, the sacrifices that staff members make to care for residents are admirable," said Tracy Jones, CEO. "The Yee Hong values have never been more prominently displayed across all levels of the organization: commitment, teamwork, excellence, integrity, accountability, compassion, and respect." Indeed, perhaps that is the legendary Yee Hong Spirit.



Flexing the Yee Hong muscles. 展示頤康力量。

自政府把新冠肺炎列為大流行至今已有五個月。此期間，頤康中心勉力保護了院友和員工的安全，這是整個團隊齊心協力的成果。上下員工秉承對院友的承諾，運用自己的專長，認真地執行和遵從最佳實踐指引，努力減低病毒進入及蔓延的風險。

護理院管理層於辦公時間以外繼續留守，確保院內運作正常。同時，在疫情開始的兩個月，管理層定期於週末到四間護理院探望和鼓勵員工，倡導同心協力的頤康精神。前線工作人員在人手短缺時不介意接雙班工作。個人護理員們 (PSWs) 抽空與院友談心，舒緩他們的情緒，在理髮店暫停營業期間，更為院友剪髮。活動部門團隊努力安排視像對話和戶外探訪，使家屬可以與親人見面。又有員工製作個人防禦衣物送給其他同事。大家心裏只有一個目標：就是保護院友、同事和自己免受這無形敵人的攻擊。

「在這艱難的時刻，員工為照顧院友所付出的努力和犧牲，令人欽佩。」首席行政總監鍾翠絲說。「可以見到頤康的價值觀在機構各個層面充份展示出來：承、團、優、正、信、愛、敬。」的確，也許這就是傳說中的頤康精神。



We are in this Together! 齊心同抗疫。



All four Yee Hong Long Term Care Homes started in-person outdoor family visits in the first week of July. Families are able to visit their loved ones after registering on the Yee Hong website <https://www.yeehong.com/covid-19/outdoor-visit-request-form/>. Visitors follow important safety guidelines to ensure COVID-19 can't reach our seniors.

Imagine the scene at the Mississauga Centre on July 6. It was a warm and breezy day and the driveway carried a steady stream of families arriving for their scheduled visits. Residents and families met in the Yee Hong Garden separated by a patio table to maintain social distance. They were beaming ear to ear.

Family member Yvonne cannot help herself, holding up her smart phone and taking a lot of pictures of her dad in a wheelchair. "How are you Dad? You look good!" Staff also helped taking pictures while everyone kept a safe distance apart.

Mrs. Y wore a mask and sat across the patio table from her elderly husband, but her emotions were on full display as the two connected face to face for the first time in almost four months. Resident Mr. Y jokingly told his wife "I don't recognize you with the mask on but I still love you". Mr. and Mrs. Y have been married for 62 years.

Another family member Iris used to come daily to visit her father before the pandemic. On this day Iris and her mother came prepared to celebrate Mr. C's 84th birthday with a "Happy Birthday" balloon and sign. "We have not been seeing each other in person for a long while, and I am so grateful my father is well taken care of."

We've seen the full spectrum of emotion during outdoor visits. Although virtual visiting with FaceTime and Skype will continue this summer, family members and residents certainly appreciate being able to see each other in person. In August a new program for indoor visiting is planned as well. Please watch the website for information about dates and online registration.

四所頤康護理院在 7 月初開始接受家屬在戶外探訪住客。家屬親友可以在頤康網站「頤康中心護理院探訪」登記，並嚴格遵守探訪規則。

在一個風和日麗的早上，家屬駱驛不絕到密市頤康與住客進行定期戶外探訪。住客和家屬在頤康花園裏相聚，他們都不禁笑逐顏開。家屬 Yvonne 舉起智能手機，為坐在輪椅上的父親不停拍照，笑著說：「爸爸，你好嗎？你看起來挺好的！」員工亦為他們拍合照，每個人都保持著社交距離。余太太戴著口罩，與年長的丈夫各自坐在檯的對面，四個多月來第一次面對面接觸。余老先生開玩笑地跟他的太太說：「你戴著口罩，我差一點沒有把你認出來了，不過我仍然愛你」。余老先生和太太已經結婚 62 年了。另一位家屬 Iris 在新冠肺炎大流行前每天都會來探望年長的父親，今天 Iris 和她的母親早作準備，帶來了「生日快樂」字樣的氣球來為張老先生慶祝 84 歲生日，「我們已經一段時間不能親自見面，我感謝員工對父親的照顧。」

戶外探訪的一天洋溢著濃烈親情。縱然我們為住客安排了多次與家屬視頻聊天(FaceTime/Skype)，但能與親人面對面聚會當然更為親切。在八月份我們更安排戶內探訪，請留意頤康網站有關確實日期和登記詳情。



## Volunteering from a distance

Finch Centre residents welcomed back familiar programs in July. Video technology allows volunteers to host Tai Chi, Christian fellowship and Buddhism programs without entering the building. These were favorite pastimes before the pandemic that are available again on all five floors.

“It has been months that no volunteers are allowed to come into the home and residents and volunteers both miss each other a lot. By using Zoom, everyone gets to see and talk again,” said Activation Manager Billy Siu. “Tai Chi has been very popular. It’s good exercise and very social too because our residents are interacting with the instructor.”

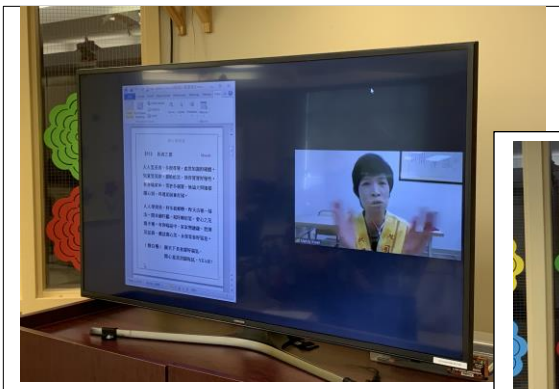
The Activation team coordinates a “Zoom” video meeting with the Centre’s long-time volunteers, and then residents gather in the activity room a safe distance apart from one another. So far more than 100 residents have joined two-way video Zoom sessions. Other virtual activities led by volunteers are in development, including Christian fellowship on the weekend, sing-alongs and Brain Beat Dance.

## 義工綫上服務

芬治中心在 7 月為院友重啓了熟悉的活動。視像技術使義工無需親自來護理院，便能主持太極拳、基督教團契和佛教活動。這些項目都是在大流行病前大家最喜歡的娛樂活動。現在中心 5 個樓層的院友又能繼續參與了。

「義工已好幾個月不能探訪護理院了，院友和義工都彼此很挂念對方。通過 Zoom，大家又可見面和聊天。太極一直頗受歡迎，在太極老師的指導下，既能鍛煉身體又可互動。」活動部經理 Billy Siu 說。

活動組和中心的義工們先通過 Zoom 連接，再把院友安排到活動室並保持安全的社交距離。其它的綫上活動也正在計劃中，包括周末的基督教團契，唱歌以及腦保健舞。



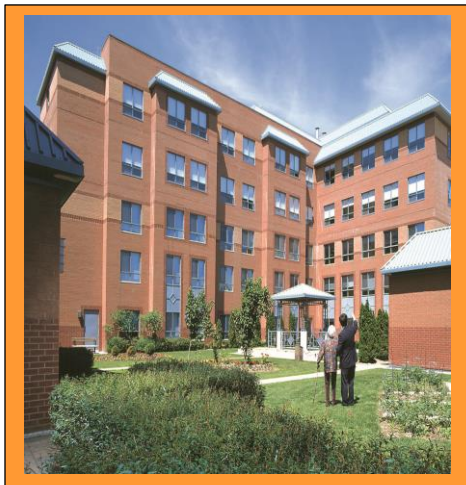


# Fresh Air Strategy

# 「新鮮空氣」計劃

While the warm weather is here we're making the most of our outdoor spaces. It's our "fresh air" strategy: the gardens are in bloom, exercise and other programs are available outdoors and our residents have shaded seating to enjoy the view. At the Markham, Finch and Mississauga Centres we welcomed musicians to serenade our seniors and staff, and balconies at the Mississauga and Finch Centres have been renewed with new furniture creating a more access and a comfortable space for our residents. This summer after a long winter and spring of being indoors, we're bringing more residents outdoors more often into the fresh air.

現時的天氣和暖，我們應儘量使用戶外空間。這亦是我們「新鮮空氣」計劃：花園的花朵盛開，院友可在戶外做運動和進行其他戶外節目，亦可以坐在陰涼的地方欣賞美景。在萬錦（Markham），芬治（Finch）和密西沙加（Mississauga）中心，我們歡迎音樂家為我們的院友和員工表演。芬治（Finch）和密西沙加（Mississauga）中心的陽台已添置新傢俱，為院友提供更舒適的戶外環境。院友在戶內度過了漫長的冬天和春天，我們希望讓院友能在戶外享受這個夏天和新鮮空氣。



(Left)  
McNicol  
Centre  
Courtyard



(Right)  
Markham  
Centre  
Outdoor  
Concert



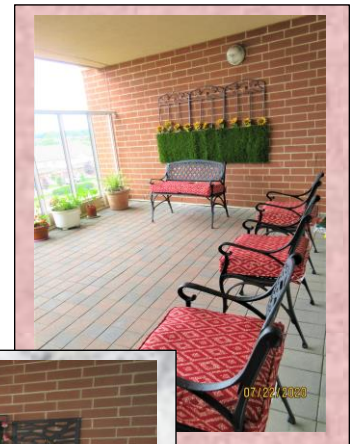
Mississauga Centre

(Right) 2F Patio

3F Balcony

(Below) 4F Balcony

5F Balcony





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

## Dragon Raffle Draw

The prize draw for the 2020 Dragon Raffle was conducted at Audi Uptown on July 16. The raffle ticket #03885 holder won the Grand Prize - a brand new Audi A3 donated by Audi Uptown.

We heartily thank everyone who purchased the raffle tickets this year. It has been a tough year with the virus but it has been immense to see the support and trust shown by our families, donors and the community.



*Raffle Draw at Audi Uptown  
抽獎儀式在 Audi Uptown 舉行*

## 「龍情愛心」慈善獎券開獎

2020 頤康「龍情愛心」慈善獎券中獎者已揭曉，獎券號碼 **03885** 的持有者成幸運兒，贏得大獎 - Audi A3 名貴房車一輛。基金會於 7 月 16 日在 Audi Uptown 舉行了抽獎儀式。

在此，衷心感謝每一位購買今年慈善獎券的善心人士。在這疫情大流行的特殊時期，頤康面對著許多困難和不確定性，感謝家屬、捐贈者和社區的支持和信任，並與我們一同守護長者的安全。

## Follow us on WeChat! 請關注基金會微信公眾號！

We are delighted to announce the launch of **Yee Hong Foundation** official WeChat account. Scan QR code and follow us to get the latest fundraising events, news and more!

頤康基金會微信平臺公眾號正式啓用啦！請掃描二維碼，並關注我們，獲取最新頤康籌款活動和基金會信息！

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