

Yee Hong Newsletter



July 2020

CEO Message



Tracy Jones

Dear families,

We heard the news you're coming back to visit!

Recently the Ontario government announced family visitors will be permitted again in long-term care homes. The entire team is excited to bring families back together at Yee Hong after so many months apart.

Our top priority is the safety of our residents and the staff and physicians who care for them. The government has said everyone working in long-term care centres will test twice for COVID-19 in June. Test days are a complex and demanding exercise, often followed by a long delay for swab results and occasional re-tests. Our last scheduled test day is June 29, with full results likely by the end of the week. The first in-person outdoor family visiting day will be July 6th for Yee Hong facilities given the all-clear after mandatory COVID surveillance. In future phases of our reopening, and depending on the ongoing provincial emergency, we intend to add indoor visiting as well.

As we prepare for your return, we're developing a "fresh air" strategy to bring our residents outside to the garden and the balconies then back to their units, maintaining physical distance while we give your loved ones a turn to enjoy the outdoors.

We're preparing safe and barrier-free outdoor spaces with shade and seating, and developing an information package for each visitor to minimize COVID risks. We require all visitors to bring their own mask to wear during the visit. Safety will depend on a team effort that includes you.

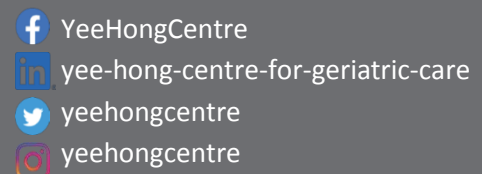
Watch our website

<https://www.yeehong.com/covid-19/> for complete details as they become available

We've been anticipating this change and we'll be cautious and prudent to protect our vulnerable seniors. As you well know, Yee Hong has been battling the virus and winning for months. We know that you share the same interest in protecting our residents, staff and physicians as this new phase of the pandemic begins. My team and I wish you the warmest welcome back.



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



首席行政總監的話:

親愛的家屬：

我們終於迎來恢復探訪的喜訊！

近期，安省政府宣佈了家屬可以重新探訪長期護理院的消息。整個頤康團隊都很高興，在分開數月後，院友又能和家人見面了。

我們的首要任務是保護院友及照顧他們的護理人員及醫護工作者的安全。省府規定，在 6 月份每一位在長期護理院工作的人員都需接受兩次新冠病毒檢測。全面檢測是一項繁瑣但必要的環節，檢測結果通常需要數日，有時要進行復測。頤康中心最近一次檢測是 6 月 29 日，完整的檢測報告預計將在本周內獲得。在頤康中心排除新冠疫情以後，我們將在 7 月 6 日安排第一次家屬戶外見面會。日後，我們將根據省府的指導，逐步開放探視，例如進入護理院內探視。

與此同時，我們也在計劃如何在保持安全距離的範圍內，安排院友輪流到戶外，如走去花園和露台，然後返回自己的房間，呼吸新鮮空氣並享受戶外的活動。中心已在準備一些安全及無障礙的戶外活動空間，預備遮陽傘、座椅等，並為訪客提供信息包，以最大程度地降低新冠病毒的傳播風險。我們要求每一位探訪者在整個探視過程中必須自行佩戴口罩。安全的環境需要團隊中每一位成員來守護，其中，也包括家屬。請持續關注頤康網站：

<https://www.yeehong.com/covid-19/>以獲取更多最新消息。

我們一直在期待這些變化，但我們也將謹慎並嚴格執行防疫措施，保護長者的安全。正如您所知，這場新冠戰「疫」已進行了數月，頤康取到了良好的戰果。我們知道，在抗疫新階段的開始之際，您如我們一樣，將努力保護院友、員工以及醫護人員的安全。我和我的團隊期待您的重新探訪。



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

Teleconferences with Families:

The second round of teleconferences for families of Yee Hong residents were held on June 2 and June 4. Almost 400 callers phoned in to the four sessions, during which Tracy Jones CEO as well the nursing management and Medical Director of each Centre described safety measures, recent testing and treatment plans in the event of a positive test. The management team of each home also took questions on topics which family members submitted ahead of time. Some of the topics that were commonly raised by families across all four centres are listed here with our answers:

Q1. When can families visit Yee Hong again? Can they drop off food items, fruit, flowers, magazines, toiletries and mementos for their loved ones?

A1. Ontario's visitor ban will be lifted gradually after June 18 in long-term care homes that do not have a declared outbreak. We're excited to bring families back together at Yee Hong after so many months apart. Safety measures, dates and scheduling steps are described on the website at <https://www.yeehong.com/covid-19/>.

As a first step we're developing a "fresh air" strategy to bring our residents outside to the garden and back to their units, maintaining physical distance while we give everyone a turn to enjoy the outdoors. Once our residents are outdoors we'll find safe and fun strategies to re-introduce family members at all 4 Yee Hong Centres in July.

Family members may drop off care packages (please no food or valuables) and clothing for their loved ones. Yee Hong staff will be assigned to clean and disinfect special items you drop off before we deliver them to resident floors. Detailed instructions and drop-off times are on the website at <https://www.yeehong.com/covid-19/>.

Q2. Can families have more face time sessions each week/on weekends/for longer conversations?

A2. Video Chat is an extremely popular service that requires a team in each Yee Hong Centre to support it. To accommodate high demand we rotate from one scheduled call to the next on half-hour intervals from Monday to Friday.

Each home handles an average of 100 video chat requests from families every week. This includes contacting each family to schedule a suitable date and time for the chat, tracking confirmed sessions in a log to avoid double-booking, connecting the technology on the day, and getting the resident ready with the help of PSWs and nurses. Video chats typically run 15 – 20 minutes in length. We accommodate requests for a special day or time as often as we can. The service will gradually reduce as family visits resume.

Q3. What happens if the resident needs to leave the premise to see a doctor or dentist for emergency visits?

A3. During the COVID-19 pandemic, residents see their doctors via Ontario Telemedicine Network (OTN) eVisit. Dental offices are working with their regulatory bodies and public health to put safety measure in place so that they can reopen. If a resident requires immediate dental care the home will make arrangements. For emergency cases, the Medical Director will visit the resident at Yee Hong and if necessary, make arrangements with the Executive Director to transfer the resident to a hospital emergency room. Upon return from hospital or any outside appointment, the resident will be placed in an isolation unit for 14 days. Family of the resident will be kept informed during an emergency.

Q4. Are haircuts, perms and hair wash services available?

A4. All non-essential businesses, including hair salons, have been suspended since March. While hair-washing is part of regular baths our residents receive, haircuts and other grooming are not.

In some cases PSWs, nurses and re-deployed staff members have the skills to cut hair and have offered to do this for our residents. Check the Good News page of our website to learn more about these exceptional and talented employees who help residents to keep them happy and tidy. Unfortunately, perms will have to wait.

We're working on a safe and practical way to resume hair care services as the province reopens for these services.

家屬電話會議:

第二輪家屬電話會議分別於六月二日和六月四日舉行，四個電話會議共有近 400 位家屬參加。其間，首席行政總監鍾翠絲，聯同每間頤康護理院的管理團隊和醫護總監，講述一旦出現陽性測試結果時的安全措施及應對計劃。此外，各院的管理團隊亦就家屬預先提出的問題作出回應。下面是一些大部份家屬都關注的問題以及我們的答覆：

問 1 家屬何時可以再次探訪頤康？家屬可以為院友帶食物、水果、花朵、雜誌、護膚品和紀念品嗎？

答 1 安省的禁探令於六月十八日開始逐步解封，家屬可到沒有確診個案的長期護理院探訪。我們很高興院友在多月隔離後可以與家人重聚。有關探訪的安全措施、日期和安排詳情，請瀏覽網址 <https://www.yeehong.com/covid-19/>。

在此期間，我們正在籌劃一項「清新空氣」策略，安排把院友帶到院內花園，然後返回房間，在保持人距的情況下讓每個院友有機會享受戶外的氣息。若安排証實可行，我們會尋求安全和有趣的途徑，讓家屬於七月份到四間頤康中心探訪院友。

家屬可以為院友準備關顧包裹（不包括食物和貴重物品）和衣服。頤康職員會對某些物品進行清潔和消毒，然後送到院友所屬樓層。對於關顧包裹的準備須知及交收詳情，請瀏覽網址 <https://www.yeehong.com/covid-19/>。

問 2 能否安排家屬在每週或週末有多次或較長的視像對話？

答 2 視像對話是極受歡迎的服務，這有賴各間頤康中心的一個特別小組的支援。由於需求殷切，每個視像對話在週一至週五都緊接進行。

每間頤康中心平均每週安排約 100 個家屬與院友的視像對話，職員的工作包括聯絡個別家屬，安排適合的日期和時間，將確定了的視像對話記入日誌，避免同一時間有兩節視像對話，在視像對話當日，準備必須的電腦器材，並在護理人員或護士協助下為院友準備。每節視像對話長約 15 至 20 分鐘。如家屬在日期和時間上有特別要求，我們會在可能的情況下盡量安排。隨著家屬探訪恢復，視像對話服務將會逐漸減少。

問 3 院友可否在緊急的情況下外出看醫生或牙醫？

答 3 在新冠肺炎疫情期間，院友均使用安省遠程醫療網絡(OTN)的 eVisit 見醫生。而牙醫診所正與有關的監管機構商討重開所需的安全措施。期間，若院友需要緊急牙齒護理，院方會作安排。其他緊急情況，醫護總監會到頤康中心給院友看病。有需要時，會聯同中心的行政總監，安排把院友送往醫院急症室。從醫院或其他地方回到頤康的院友，會被安排在隔離單位內隔離十四天。若有緊急情況，中心會與院友家屬保持聯絡。

問 4 疫情期間，中心有理髮、電髮和洗髮的服務嗎？

答 4 自三月開始，所有非必要的服務，包括理髮店，均按要求暫停營業。院友的日常沐浴包括了洗髮，但不包括剪髮和其他修飾。

在某些情況下，一些個人護理員、護士或被調派到護理院的職員有剪髮經驗，且願意為院友服務。從我們的網址的 Good News 網頁，你會看到這些有愛心有才能的員工如何令院友開心又整潔。但電髮目前仍要稍等。

現階段，我們正計劃如何安全和有效地恢復理髮服務，在省府允許重開這些服務後執行。

All In This Together 同心抗疫

Three colleagues at the McNicoll Centre told us about inspiring scenes at work during the pandemic. They want us to know they're ready for the challenge the pandemic presents. Watch their story on our website at <https://www.yeehong.com/covid-19/> or our [Youtube](#) channel.

三位來自頤康麥瀝高中心的員工講述了在疫情期間令人奮進的故事。面對困境，他們已做好了準備。請關注頤康網站 <https://www.yeehong.com/covid-19/> 或 [Youtube](#) 頻道



我在頤康密西沙加的實習經歷

Austin Lam · 多倫多大學醫學院學生

在過去的一學年中，我有幸在頤康密西沙加中心實習並和 Minnie Lam(社工)一起工作，作為我在多倫多大學醫學院中「社區健康」課程的一部分。很開心能有機會向管理層的 Chau, Teresa 以及其它許多員工學習。每一位員工都散發著熱情，用心為長者提供最優質的服務。

頤康安排的餐食和活動中，讓我感到了如「家」一般的溫暖。此外，我也感受到頤康為社區華裔及其他亞裔長者提供適合其文化和語言服務的重要性。

感謝頤康提供這次實習機會，以及對我的指導和支持。



-Austin Lam

A Reflection on my Placement at Yee Hong Mississauga

By Austin Lam, medical student at the University of Toronto

Over the past academic year, I had the great privilege of working with Minnie Lam (Social Worker) at Yee Hong Mississauga for my “Health in Community” placement as part of the medical curriculum at the University of Toronto. It was a pleasure to work with leaders Chau and Teresa and many of the other staff. The genuine passion for providing excellent care that exuded from these individuals was unmistakable.

I saw how the people of an organization constitute its core strength. Yee Hong is a crucial bridge for people to feel “at home,” particularly regarding the nuances of food and daily activities. Yee Hong embodies the significance of language and culture for all human beings, especially as they relate to the deeper meanings of human life, by providing a culturally appropriate dwelling space for the Chinese elder community and for other Asian communities.

I am grateful for the exceptional support, guidance, and teaching I received.

June is Seniors Month:

June is Senior's month in Ontario and the theme is "Stay safe, Stay in touch". Due to pandemic, Mississauga Yee Hong would like to provide opportunity for staff to listen to the residents on "What it means to live in this pandemic time for them?" "What are their feelings?" "How are they coping?" especially during this time when the residents and families/friends have been separated physically for a long time.

After viewing a short video on "Maintaining Positive Mood during Pandemic", residents are divided into small group with staff (Social Workers, Spiritual & Religious Care Practitioner, Community Support Services and Activation Staff) as facilitators. Residents are encouraged to express their feelings and their needs to our team, and staff to support their psychosocial and emotional wellbeing.

六月是耆老月:

六月是安省耆老月，主題是「保持安全，保持聯繫」。由於疫情大流行，密西沙加頤康為住客安排座談會，關懷住客在疫情大流行期間的心情和生活，並聆聽他們如何應對疫情和在這段日子裡家人及朋友不能到訪的感受。

在觀看了關於「在疾情大流行期間如何保持積極情緒」的短片後，職員（社工，心靈關顧啟導者，社區支援服務和活動組員工）為住客分組交流，鼓勵住客向職員表達自己的感受和需要，以支持他們的心理和精神健康。



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由於疫情大流行，密西沙加頤康為住客安排座談會，關懷住客在疫情大流行期間的心情和生活，並聆聽他們如何應對疫情和在這段日子裡家人及朋友不能到訪的感受。



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職員（社工，心靈關顧啟導者，社區支援服務和活動組員工）為住客分組交流，鼓勵住客向職員表達自己的感受和需要，以支持他們的心理和精神健康。

Outdoor Activities:

With the weather finally warming up, seniors can now go outside to enjoy some fresh air! Each site has carefully planned procedures on how to safely bring the residents outside. Not only can the residents enjoy the sunshine and warm weather, but at different sites the Activation Department has expanded some of their activities outside on the balcony. Summer activities include gardening and painting!

Residents at the Yee Hong Centre for Geriatric Care at Mississauga enjoyed a special outdoor violin recital on Friday June 19. Performer Alex Cheung is a professional violinist and violin teacher, he is also the son of one of our dear residents living at Yee Hong. He came to play violin for the residents in an effort to lift the resident spirits due to the pandemic as well as to help celebrate Father's Day.

Some residents enjoyed watching the music performance at the Yee Hong Garden in a safe distance, some sitting at the 2/F patio, and some inside the building with the windows opened. Alex played the violin for the residents, with beautiful music pieces such as Classic Canon in D, Chinese Song "The Moon represents my Heart", Eleanor Rigby – Beatles, Celtic Fiddle Tunes, "疫境同行 Walking together during pandemic" - Hong Kong pop song reworked for thanking the frontline workers, and more... Alex pays tribute to his father is in fact the one who got him started on violin when he was 5! It was a really touching scene and those who were there can feel the love channeling through the music in the air.

Alex as a family member said "I like to thank all the staff at Yee Hong for doing such an excellent job in keeping the residents and staff safe and healthy! He and his family are grateful for Yee Hong being prepared and vigilant right from day 1!"

Activation departments at all four Centres will continue to explore more of these outdoor concerts to bring music to the residents, while maintaining physical distancing.

戶外活動：

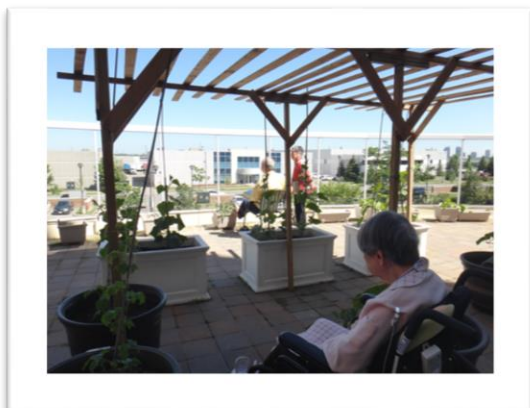
隨著近期天氣回暖，長者希望可以外出呼吸及享受新鮮空氣了！每個中心都關心如何安全地將居民帶出戶外的週全計劃程序。居民不僅可以享受陽光和溫暖的天氣，而且在不同的中心，活動組部門已經將他們的一些節目活動擴展到陽台之外。夏季活動包括：園藝和繪畫等！

6月19日，一個風和日麗的星期五早上，密西沙加頤康護理院的住客欣賞了一場特別的戶外小提琴演奏會。演奏者 Alex Cheung 是一位專業小提琴家和小提琴老師，他也是我們一位住客的兒子。Alex 為住客拉奏小提琴，在疫情中為住客打氣，並在此與住客一同慶祝父親佳節。

一些住客在頤康花園內(保持著安全的社交距離)，有一些住客坐在二樓露台上，亦有一些住客打開窗戶一同欣賞音樂表演。Alex 為住客用小提琴演奏多首優美的樂章，例如：經典的 Canon in D，中文歌曲有「月亮代表我的心」和「滿江紅」，披頭四樂隊 Beatles 的音樂，凱爾特小提琴樂曲，「疫情同行」- 改編一首香港流行歌曲以感謝在疫情中的前線工作人員等等... Alex 向父親致敬，讓他在 5 歲時就有機會開始接觸小提琴！這是一個非常溫馨的場面，在場的人仕都可以感受到愛在音樂中飄揚。

Alex 作為住客家屬表示：「我要感謝頤康在保障住客和員工健康安全方面所作的出色表現！我和我的家人感謝頤康從第一天起就作好了準備並保持警惕！」

所有四個中心的活動部門將繼續提供更多此類戶外音樂會，以為居民帶來音樂享受的同時又能保持社交距離。



Father's Day Special Menu 父親節菜單：

Father's Day

Father's Day is a time to celebrate with food and laughter. Even though families may not be able to take their dads out this year for a special meal, our Food Service Managers have collaborated with our residents to carefully design each site's menu. Residents enjoyed this delicious, special 3 course meal! Each menu was designed according to the residents' preferences at each site. We made sure every resident was able to enjoy this special meal.

Food Service Managers work with registered dietitian, also per feedback from residents to create nutritious, balanced and culturally appropriate menus. Each meal is prepared fresh and served warm to residents according to their dietary needs.

父親節：

父親節是充滿美食和歡樂的慶祝日子。儘管今年家人可能無法帶爸爸外出吃一頓豐富的飯，但我們的食品服務經理已經為院內居民，精心設計了特點的菜單。希望居民喜歡這美味的三道菜套餐！每個菜單都是根據每個中心居民的喜好而設計。我們確保每個居民都能享用這頓特別的飯菜。

McNicoll 士嘉堡麥瀝高中心：

Chinese Menu 中餐：

Soup 湯：

Abalone Chicken Soup 鮑魚雞湯

Main Course 主菜：

1st Choice 第一選擇：

Steamed Chicken with Spring Onion and Ginger Sauce 薑蔥雞
Snow Pea Tips 豆苗
Steamed rice 白飯

2nd Choice: 第二選擇：

Stir fried Scallop and Shrimp with Snow Pea 雪豆炒蝦仁帶子
Broccoli 西蘭花
Steamed rice 白飯

Dessert: 甜品：

Watermelon 西瓜
Vanilla Cupcake 雲呢拉蛋糕

Finch 士嘉堡芬治中心：

Chinese Menu 中餐：

Soup 湯：

Crab meat with seafood thick soup 蟹肉海皇羹

Main Course 主菜：

1st Choice 第一選擇：

Braised sea cucumber with sliced abalone 海參鮑片
Shanghai bok choy 小棠菜
Rice 白飯

2nd Choice 第二選擇：

Grilled chicken in red fermented bean curd sauce 南乳燒雞
Fuzzy melon with dried scallop 瑤柱扒節瓜
Rice 白飯

Dessert:

Sweet almond paste soup 杏仁糊
Grape 鮮提子

Japanese Menu:

Soup:

Crab meat with seafood thick soup

Main Course:

1st Choice

Beef curry with corn croquette
Gohan (rice)
Kabocha no Niku-an/Itoko no (adzuki bean)

2nd Choice

Braised sea cucumber with sliced abalone
Gohan (rice)
Fuzzy melon with dried scallop

Dessert:

Sweet Almond Paste soup
Fresh Grape

Father's Day Special Menu 父親節菜單：

Markham 何黎靄雲中心:

Chinese Menu 中餐:

Soup::湯

Fish Maw Thick Soup 蟹肉魚肚羹

Main Course:主菜:

1st Choice 第一選擇:

Braised pork with and sea cucumber and mushroom 海參冬菇豉肉片
Choy Sum 菜心

2nd Choice 第二選擇:

Stir fried minced pork with sprout, dried shrimps & vermicelli 粉絲蝦
米芽菜炒肉鬆
Mixed vegetables 加州雜菜

Dessert 甜品:

White fungus dessert 雪耳糖水
Cantaloupe 皺皮瓜

South Asian Menu:

Soup:

Cream Squash Soup

Main Course:

1st Choice:

Baked Fish w/imli Chutney
Chili Fried Potato
Kadhi
Roti & yogurt

2nd Choice:

Stewed Beans with Paneer
Cauliflower Bhujia
Steam rice

Dessert:

White fungus dessert
Cantaloupe

Mississauga 密西沙加中心:

Chinese Menu 中餐:

Soup 湯:

Chicken Soup w/Abalone & Sea Cucumber 鮑魚海參雞湯

Main Course 主菜:

1st Choice 第一選擇:

Chicken with mandarin orange peel 陳皮雞
Choy Sum 菜心
Steamed rice 白飯

2nd Choice 第二選擇:

Fried Scallop w/Lemon grass & Pineapple 香茅菠蘿帶子
Baby Bok Choy Sautéed with Garlic 蒜蓉白菜苗
Steamed rice 白飯

Dessert 甜品:

Mango Torte Cake 特式芒果蛋糕
Fresh Clementine 柑仔

Western Menu:

Soup:

Cream of Squash Soup

Main Course:

1st Choice

Fried Fish
Mixed Vegetables
Roasted Potato

2nd Choice:

Chicken with mandarin orange peel
Choi Sum
Steamed Rice

Dessert:

Mango Torte Cake
Fresh Clementine

Yee Hong **CARING HEROES** Online Show

Our dedicated front-line workers deserve a shout-out for their great work in this difficult time of COVID-19. We salute them, calling them “heroes”.

Long-term Care home residents are among the most vulnerable during the pandemic and our frontline workers are doing everything they can to keep them safe and healthy. Every member of the Yee Hong team is deeply cares for our seniors.

This is the rationale behind the organization of the two-hour-long **Yee Hong CARING HEROES Online Show**, to be streamed on **July 18 (Saturday)** from **7 pm to 9 pm** through YouTube, Facebook and Xinflix. We want to honour all these front-line staff members, from nursing to janitorial and kitchen workers, and we also want to acknowledge the support from all the PPE donors.

The online show will start with a video featuring how our city has been affected by COVID-19 with news clips and pictures showing the hard work of front-line workers, to be followed by singing and some other performances to pay tribute to those who have contributed to the fight against the virus in many different meaningful ways, with their love, patience, optimism and beautiful smiles lighting up these darkest times. Join us to celebrate and support our brave CARING HEREOS. The show will be live streamed at www.yeehong.com/onlineshow and on Yee Hong Foundation's YouTube Channel and Facebook page. Please support us by making a donation at www.yeehong.com/donate.

頤康 **真心英雄** 綫上特別節目

在這一場沒有硝烟的戰「疫」中，一群護理人員，因為責任與擔當，堅守前綫。他們每一個人，都是勇者強者，都是值得我們致敬的「真心英雄」。面對疫情，頤康英雄們衆志成城，保護著長者們的安全。

頤康基金會將於 **7 月 18 日（周六）晚 7 時至 9 時**，通過頤康 YouTube，Facebook 以及新動力傳媒等社交平台，舉辦「頤康 **真心英雄** 綫上特別節目」。藉此對每一位頤康人，無論是護理人員、清潔或廚房員工，以及一直默默支持我們，給予鼓勵和捐贈的幕後英雄們，表達由衷的感謝。節目將以一個特別的疫情回顧片開始，並邀請城中著名的歌唱老師及表演藝術家傾情演繹精彩的音樂及舞蹈。此外，活動還將穿插頤康中心抗疫的感人故事，以感謝頤康的真心英雄們用愛、真誠和最美的微笑，在困境中點燃希望。

請大家一起向這群逆行中的抗疫勇士致敬。您可登錄 www.yeehong.com/onlineshow 或在頤康基金會的 YouTube 頻道以及 Facebook 主頁觀看活動直播。請在 www.yeehong.com/donate 捐款，支持此次綫上特別籌款活動。



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