

Yee Hong Newsletter



June 2020

CEO Message



Tracy Jones

Dear Families

I'm pleased to tell you pandemic testing is becoming more frequent in our homes, which we understand is a necessary first step before normal services can slowly resume in Ontario. We test anyone with symptoms of illness as a precaution, and from May 4-18 the government's preventive screening program collected 1698 swabs from residents and staff across all Yee Hong Centres. Local health units confirmed our residents are healthy and safe from the virus.

As testing continues we are certain to see positive cases at Yee Hong, either because the test falsely indicates the virus or because someone is sick.

In the month just passed the Yee Hong team has resolved three COVID-19 outbreaks without any residents becoming ill. This experience makes us stronger for the next time we are threatened by the virus. The entire Yee Hong community can be grateful for the skill and dedication our professionals bring to all four long-term care homes.

We appreciate your patience and support during this very difficult time. As Ontario begins to reopen for normal business, we hope to restore some family visiting as soon as it is safe to do so. The government's visitor ban remains in place at present but we are beginning to plan for the day you can reunite with your loved ones.

In the meantime Yee Hong is doing everything we can to connect you virtually to Yee Hong residents and keep everyone informed about the

latest developments. Book a Virtual Chat with your loved one online, join our scheduled telephone conferences with the management team, and check our website www.yeehong.com/covid-19/, for the most accurate and up-to-date information.

Alone we are strong but together we are stronger.

Family Teleconferences: June 2 & 4

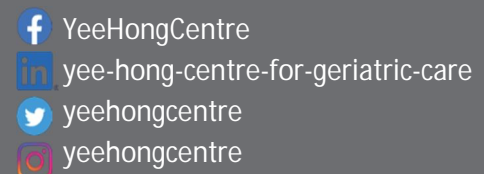
Yee Hong hosts monthly phone-in sessions for family members to address pandemic concerns. Clinical leaders in each Yee Hong Centre will open special teleconference lines to bring you up to date on June 2 for the Mississauga Centre and the Markham Centre, and June 4 for the Finch Centre and McNicoll Centre.

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



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，

我很高興地告訴您，在我們的護理院內，大流行病毒測試的頻率越來越高。我們知道這是安大略省在恢復正常服務之前必須採取的第一步。作為預防措施之一，我們對任何有疾病症狀的人員進行測試。從5月4日至18日，政府的預防性測試計劃採集了我們所有中心的院友和員工合計共1698支樣本進行了測試。本地衛生部門確認了，我們的院友都是健康的，沒有受到新冠病毒感染。

在以後的不斷測試中，我們肯定會在頤康看到一些陽性的測試結果，其中有些可能是因為測試結果不準確，有些也可能是因為確實病了。

在剛剛過去的一箇月中，頤康團隊解決了三次新冠疫情爆發，沒有院友因此生病。這些經驗使我們變得更強大，以後若再次受到病毒的威脅，也能更好的應對。整個頤康社區都很感激我們的專業人員帶到我們四間長期護理院中的專業服務和奉獻精神。

我們感謝您在這段困難時期的耐心配合和支持。隨著安大略省開始重新開放、恢復正常的運作，我們希望在安全的時候恢復一些家屬探訪。目前，政府的訪客禁令仍然有效，但我們正在為您可以與親人團聚的日子開始做計劃和準備。

在此期間，頤康將竭盡所能，用虛擬方式幫助您與院友保持聯絡，並及時告知您最新的動態。您可以在網上預約與您親人視像聊天，參加我們的管理團隊舉辦的電話會議，並瀏覽我們的網站 www.yeehong.com/covid-19/，以獲取最準確且最新的消息。

我們每一個人都很強大，但同心協力的我們更強大。

家屬會議 6月2日及4日

頤康每個月都會安排電話會議向家屬傳達最新的有關疫情的信息。密西沙加及萬錦中心將於6月2日舉行電話會議，士嘉堡芬治及麥瀝高中心則將於6月4日進行電話會議。

在之前的電話會議中，我們收到了來自家屬的幾百個問題，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



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

Celebrate Mother's Day

Mother's Day Celebration

Mother's Day is celebrated every year at Yee Hong. There is no exception this year, even when the COVID-19 pandemic rips through the world. Although the big celebratory program was cancelled for the safety of residents, a special Mother's Day lunch was served, and each female resident received a hand-made card crafted especially for the occasion.

"We tried to maintain a sense of normalcy for residents as much as possible to mitigate the impact of the pandemic on their well-being so they continue to enjoy life in the homes," said Jennifer Dockery, Chief Nursing Executive.



Residents at Mother's Day lunch

At the Markham Centre, Mother's Day was celebrated in a different fashion. A total of 400 red roses arrived at the Centre for all employees, with the compliments of Lisa Wang (Registered Practical Nurse). When asked about the story behind the nice gesture, here is what Lisa said.

"The roses are to celebrate all my colleagues for their hard work and perseverance. Since the start of the pandemic, I have witnessed how everyone works together as a team: frontline managers doing PSW work; nursing management staying behind long after office hours; healthcare workers taking up double shifts willingly.

Everyone is under a lot of stress and is fearful of contracting the coronavirus and bringing the virus home, yet they continue to come to work. We all share one goal: to keep residents and each other safe."

"Before COVID-19, all homes and workers might seem the same. During these difficult times, I can attest that the Yee Hong team is really special. I am very lucky that I work here."



CEO Tracy Jones and PSW Mark Yang with rose celebration of Yee Hong's team spirit on Mother's Day at Markham Centre



A Markham Centre resident enjoying Mother's Day special lunch

慶祝母親節

頤康的母親節慶祝活動

頤康每年都有活動慶祝母親節，今年亦不例外，縱使新冠病毒正席捲全球。為院友安全著想，大型慶祝活動被迫取消，但護理院準備了特別的母親節午餐，而每位女院友更收到一張手工製作的母親節賀卡。

首席護理總監杜嘉莉說：「我們盡可能維持一定程度的常態，希望減低疫情對院友身心帶來的影響，使他們可以繼續像往常一樣愉快地生活。」



院友享用母親節午餐

萬錦市頤康中心則以另一種形式慶祝母親節。院方收到由註冊操作護士(Registered Practical Nurse) 王麗新送給同事們的四百枝紅玫瑰。王麗新細說送花背後的故事。

「這些玫瑰花是用於慶祝所有同事的努力和堅持的。從疫情開始至今，我目睹了同事們如何合作並發揮團隊精神：前線經理不介意幫忙做個人護理員的工作，管理層每天在辦公時間後留下繼續處理院內事務，護理人員更接更工作，毫無怨言。各人均承受莫大壓力，害怕受到感染，把病毒帶回家。可是他們都沒有退縮，繼續上班。」

「在新冠肺炎發生前，所有的護理院和員工看來似乎都一樣。但在疫情期間，我可以證明頤康團隊是出類拔萃的。我很幸運能在這裡工作。」



首席行政總監鍾翠絲與萬錦市頤康中心護理員手持玫瑰花在母親節慶祝頤康團隊精神



康錦市頤康中心膳食部職員正分發母親節午餐

Virtual Birthday Party 視像生日會

Unprecedented times, Unprecedented Birthday Party!

Madam Hsiung is living at the third floor of Markham Yeehong center. Every year on her birthday, her devoted children will take her home and celebrate her birthday with family members. Before the COVID-19, all of the residents at each floor will celebrate their birthdays each month together. With the help of volunteers, we had gifts, songs, tea, snacks, good wishes, and laughter during each birthday celebration. However, this year, due to COVID-19, all non-essential visits were cancelled, and group activities have been suspended. Therefore, this year we have to be creative in designing Po Po's birthday party.

On Po Po's birthday, I brought her to the Dining Room; then turned on the lap top computer and connected FaceTime with her daughter. When Po Po saw her daughter wearing red clothing in front of the computer screen and sending her birthday wishes, she was extremely happy! Afterwards, nursing staff; Activation Manager and kitchen staff came into the Dining Room. We all sang the happy birthday song to Po Po and gave her a birthday card, gift, and sent her our best wishes. This mini and virtual birthday celebration made Po Po very happy! Po Po's family members gave us very positive feedback. Even though we were all wearing masks, but mask could not block the expression of our love to Po Po. Everyone is working together to fight this virus. We love our residents dearly and we will continue our duties. There are no obstacles that we cannot overcome together. The staff at the 3rd floor are working closely together as a team. I am very proud of what we have accomplished!

---Markham Yee Hong Activation Worker Dong Hong Yang



非常時期，非常的生日會

熊婆婆住在我們萬錦頤康三樓，每年在她生日的時候，她的幾位孝順的孩子們都會把她接回家慶祝一番。我們活動組也會在每月每層樓都安排一次生日派對。在義工的大力支持下，我們的生日派對有禮物，有歌聲，有茶水，有小吃，有祝福，有笑聲.....可是今年因新冠肺炎疫情的關係，所有非必要的探訪全部暫停，大型節目也被迫停止。今年婆婆的生日會要費一點心思了。

在婆婆生日的當天，我把婆婆推到一個做了簡單佈置的餐房裏，並打開了電腦的 FaceTime 與她女兒聯結上。當婆婆從電腦的顯示屏看到身穿紅裝的女兒為她祝壽時非常驚喜！爾後護士部門的姑娘們，活動組經理，還有廚房的同事陸續趕來。我們一起唱著生日歌，派著生日卡和禮物，送著溫馨的祝福，這個微型及視像生日會，讓婆婆開心不已！讓家人讚嘆不止！在生日會上，雖然我們職員都戴著口罩，但絲毫沒有阻礙對老人關愛的一顆心。

我們同心抗疫，為愛而行，還有什麼困難不能戰勝的呢？我為我們三樓的不謀而合，齊心合力的團隊精神而感到驕傲和自豪！

---萬錦市頤康中心活動組職員楊東紅



Sketches of Yee Hong Heroes

A hero is a person who is admired for courage, outstanding achievements, or noble qualities. At Yee Hong, there are many such heroes who go beyond the call of duty to sacrifice their time and energy for others during COVID-19. Here are two of their stories. For more hero stories, visit <https://www.yeehong.com/covid-19/>

The Spirit of “Honour All Elderly, as We Do Our Own Aged Parents”

Mencius once advocated: “Honour all elderly, as we do our own aged parents.” At Yee Hong, the healthcare teams at the four long-term care homes put this old Chinese saying into practice every day. And families notice it too.

At the Mississauga Centre, for example, a family member wrote to thank staff members for supporting her mother, who was devastated by the news that her spouse had passed away, when she herself could not be there to comfort her mother. In the letter, she gave special thanks to Vera Ip (Activation Worker) and Daisy Meng (PSW), who took time to be with her mother and consoled her, and to the team for keeping an eye on her mother, serving her meals in her room and making sure she was eating. The family member thanked the team for supporting her mother in her time of mourning.

In another appreciation email, a son expressed gratitude to Addy Leung (Activation Worker) for kindness and thoughtfulness shown to his father and helped him with shaving and grooming.

These are a few examples of the care of frontline staff who understands the anxiety and isolation that residents feel during COVID-19. They make extra efforts to care for residents' physical and mental health during these trying times, as they care for their own loved ones.

頤康英雄榜

英雄是那些勇於面對挑戰、成就卓越或有高尚素質的人。頤康有許多這樣的英雄，他們在新冠疫情期間，為其他人犧牲自己的時間和精力，無私奉獻。以下是其中兩個例子。要欣賞更多英雄故事，請瀏覽網址：

<https://www.yeehong.com/covid-19/>

「老吾老，以及人之老」的精神

孟子曰：「老吾老，以及人之老。」在頤康，四間長期護理院的護理團隊都把這句中國古語的精神實踐於每天的工作中。而院友家屬都感受得到。

例如在密西沙加頤康中心，一位院友家屬致函感謝職員在其母親最需要的時候予以關懷。這位院友因為得知老伴過世的消息深感傷痛，而女兒本人因疫情未能陪伴在側。在信中，這位女兒特別多謝活動工作員葉玲和個人護理員孟伊佳花時間陪伴和安慰母親，以及護理團隊對母親的照顧，安排她在房間用膳，確保她有進食。這位家屬感謝頤康團隊對傷痛中的母親關懷備至。

在另一個感謝電郵中，一位兒子表示感激活動工作員梁錦成對其父親的體貼，替他刮鬍子和整理儀容。

這些例子顯出前線員工對院友的關顧，他們理解院友在新冠疫情期間會感到焦慮和孤單，因此在這艱難的時刻，更加用心照顧院友的健康和情緒，如同照顧自己的親人一樣。



Addy Leung and Vera Ip 梁錦成和葉玲

Angela's back!

Angela Yin, a Registered Nurse at Yee Hong's Markham Centre, returned to work on May 5 after recovering from COVID-19. The management team and Angela's colleagues stood in the lobby a safe distance from one another to welcome her back. When Angela rounded the corner, everyone erupted into applause.

Two employees of Yee Hong have tested positive for COVID-19 so far across all four long-term care centres, and Angela is the first to return to work. She was in isolation at home and has not been in contact with any residents since March 24. After her symptoms subsided, and before her return, she tested negative two times for COVID-19.

Please join us in congratulations and a warm welcome for Angela. We are relieved to have her back in good health and proud of her courage. Angela shows us the virus will be beaten.

Communication tips for concerned families

Help us serve your loved ones by avoiding calls to the unit during mealtimes, medication passes and shift change. The nursing staff works hard to meet the care needs of each resident during the pandemic emergency. Telephone calls at busy times will interrupt their care.

While the government's visitor restrictions remain in place, Yee Hong wants to keep you informed. Book an appointment for Video Chat with your loved one, dial in to monthly teleconferences for Yee Hong families, and read the latest updates from all four long-term care homes on our website. Care teams regularly telephone each resident's main contact with updates about their loved one's health, habits and wellbeing.

When you must phone the nursing station, several times throughout the day are more convenient to take calls including 10:00am, 2:00pm and after 8:00pm.

Thank you for supporting us to care for your loved ones.

歡迎 Angela 復工!

Angela Yin 是頤康萬錦中心一名註冊護士，她自新冠肺炎康復後於 5 月 5 日正式復工。管理層和 Angela 的同事們在保持安全距離的情況下在大堂迎接她歸隊。當 Angela 從轉角處走進來時，每一人都鼓起掌來。

截至目前，頤康四家中心有兩位員工曾新冠病毒檢測呈陽性，Angela 是其中第一個復工的。自 3 月 24 日起，她就已在家隔離且沒有接觸過任何院友。在病症消退後，她又接受了兩次新冠病毒檢測，得知結果全為陰性以後，才重新開始上班。

請與我們一起歡迎 Angela 健康回歸，也為她的勇氣感動驕傲。我們可以戰勝病毒。



來電小貼士

爲了不影響為長者提供服務，請您避免在用餐、服藥以及員工換班的時間致電各樓層單位。在疫情期間，我們的護理人員會努力為每一位院友提供滿足其需求的照顧。在繁忙時段接聽電話，可能會影響我們的服務。

在政府還未解除探訪限制令前，頤康希望通過各種方法保持信息通暢，包括預約與親人進行視像通話，參與每月一次的家屬電話會議，登錄頤康網站查詢四家護理院的最新情況。我們的護理小組也會定期致電每一位院友家屬的主要聯繫人，分享院友的健康狀況，以及飲食起居等情況。

如果您有急事一定要聯係我們的護士站，請您盡量在上午 10 點，下午 2 點或晚上 8 點以後來電。

感謝您對我們工作的支持。



Dear friends:

We've learned from life that the dark of night will lead to the bright of dawn. When the COVID-19 pandemic brings us scars and uncertainties, heroes rise up to fight against the virus. When long-term care homes face the outbreak crisis, nursing staff work tirelessly to keep our residents safe. We did it. The proactive measures we implemented in our four homes are working.

However, we don't know when this pandemic will end. We usually kick off our program of outdoor fundraising events in the spring. This year, however, we must cancel the annual Earth Walk and other fundraisers and postpone the Yee Hong Golf Classic, resulting in unforeseen, incredible pressure to meet our fundraising goals. Please consider making a donation if you are able. Yee Hong needs your support to ensure that our seniors continue to receive the culturally and linguistically appropriate care that they so richly deserve.

You can donate online at www.yeehong.com/donate. You can also purchase a Dragon Raffle ticket for just \$20 each with a chance to win an Audi A3 sedan. The Dragon Raffle has raised over \$80,000 every year for Yee Hong, but so far we couldn't find an opportunity to sell the tickets, except promoting the raffle online.

For more information, please contact the Foundation, by phone at 416-321-0777 or email foundation@yeehong.com.

There's always hope, and your selflessness and generosity is our HOPE. Thank you!

生活告訴我們，夜晚雖然最為黑暗，但是黎明一定會來臨。當人們因新冠病毒感到誠惶誠恐的時候，英雄們挺身而出，成為抗疫救星。當長期護理院接連爆發新冠疫情時，護理人員們堅守在最前線，保護長者的健康與安全。我們做到了！事實證明頤康四家護理院內的防疫措施是有效的。然而，沒有人知道這病毒何時會消失。轉眼春去夏來，這本是我們開始舉辦各項戶外籌款活動的時候，遺憾的是，受疫情影響，今年我們不得不取消或延期舉辦包括「建頤行」等籌款活動，慈善高爾夫球賽也要延至今秋舉行，這將導致我們面臨巨大的籌款壓力。

懇請各位善長慷慨解囊，頤康有賴你們的資助，以讓我們能夠繼續保證長者得享切合文化需求的高質素護理服務。

網上捐款（www.yeehong.com/donate）是支持頤康的其中一個主要方法。在6月，我們也希望大家可以踴躍購買頤康每年一度的「龍情愛心」慈善獎券。僅\$20一張彩券，就能獲得贏取一輛Audi A3豪華轎車的機會。每年，此獎券都幫助頤康籌集超過至少8萬元善款。

如欲捐助頤康或購買慈善獎券，請致電基金會 416-321-0777 或發送郵件至 foundation@yeehong.com。

希望在前，但首先要您撒下那無私的希望種子。 謝謝！

With heartfelt gratitude,

Stephen Siu
President, Yee Hong Community Wellness Foundation

