

Yee Hong Newsletter



May 2020

CEO Message



Tracy Jones

Dear families,

It has been many weeks of separation and we miss seeing our families and volunteers in our homes. Residents continue to enjoy the meals, activation and care you remember before visiting stopped in March. They exercise and socialize, but at a safe distance, and they enjoy video chat calls throughout the day.

You would be so proud of our staff! Their outstanding work keeps our vulnerable seniors healthy and engaged despite this challenging pandemic. Yee Hong introduced a rewards and recognition program to celebrate their courage and skill, and you can say thank you yourself next time you phone the floor.

As we look ahead to Nursing Week, May 11-17, the entire Yee Hong community can be grateful for the skill and dedication our professionals bring to all four long-term care homes.

We are focused on keeping our residents safe from the virus. As you've been seeing in news coverage, the pandemic is a terrible threat to long-term care homes across Canada.

We are relieved and grateful to report none of our residents have the virus. As you've been seeing in news coverage, the pandemic is a terrible threat to long-term care homes across Canada.

The entire Yee Hong team pulled together to implement a comprehensive safety plan. Recent experience shows the plan is working at our McNicoll and Markham Centres, where one employee at each site tested positive but did not spread the virus to our residents or co-workers. In both examples, exposure to the virus occurred in other healthcare facilities. In March Yee Hong adopted a "One Employer" policy to eliminate this risk from our operations.

We appreciate your patience and support during this very difficult time. Even though you can't visit our Centres, Yee Hong is doing everything we can to connect you virtually to loved ones and keep everyone informed about the

latest developments. For status updates and changes to building access, dial the Yee Hong telephone hotline day or night at 416-940-4815. The most accurate, up-to-date information is on our website, www.yeehong.com/covid-19/.

Alone we are strong but together we are stronger.

Family Teleconferences

Yee Hong hosted phone-in sessions in April to address questions and concerns. Clinical leaders in each Yee Hong Centre opened special teleconference lines to bring family members up to date in April.

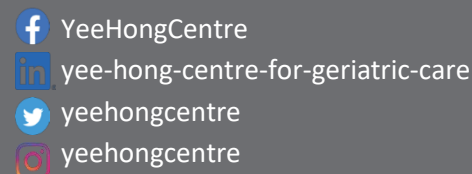
Callers raised hundreds of questions, most of them covering similar themes: safety measures, virus testing, resident care, changing work rules and staffing practices. A total of 575 callers joined the four teleconferences, and in a poll of participants more than 90% said they were "Very Satisfied" or "Satisfied" with what they heard.

Although it hasn't been possible to answer every question submitted – occasionally we get emails with more than 20 questions – Yee Hong is committed to transparency during the global pandemic.

New dates for May teleconferences will be announced soon. Watch www.yeehong.com/covid-19/ and your email for details.



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



首席行政總監的話

親愛的院友家屬：

隔離至今已好幾個星期了，我們都很想念能見到各位院友家屬和義工的日子。請放心，和三月中停止探訪前一樣，院友們正繼續享用著和您記憶中一樣的飯菜、活動和護理。他們繼續進行運動和社交，但會保持安全距離，而且他們可以使用視像通話服務與家人聯絡。

相信您會為我們的員工感到驕傲！儘管面對疫情的挑戰，他們仍通過出色的工作讓我們體弱的長者保持健康和活躍。頤康最近推出了獎勵和表彰計劃，以嘉許他們的勇氣和專業。下次您致電我們的樓層時，您也可以親自對職員們說一聲謝謝。今年的5月11日至17日是全國護理週，屆時整個頤康社區可以藉此機會對我們的專業人員為他們對頤康四間長期護理院的專業服務及全心奉獻表示感謝。

令我們感到欣慰和感恩的是，我們沒有院友受到此病毒感染。正如您在新聞報導中所看到的那樣，此次疫情對加拿大的長期護理院構成了巨大的威脅。整個頤康團隊齊心協力實施全面的安全計劃。最近的經驗表明，我們的安全計劃在麥瀝高中心和萬錦中心成效顯著。這兩間中心各有一名員工新冠病毒測試呈陽性，但病毒並沒有傳染到我們的院友或同事。在這兩個個案中，感染均發生在其他醫護機構。3月時頤康便開始採取「僅限一個雇主」政策，以消除我們日常運作中的這種風險。在此尤其困難的時刻，我們衷心感謝您的耐心配合與支持。雖然您無法到訪我們的中心，但頤康正竭盡所能幫助您與親人遠程聯絡，並讓大家及時了解最新動態。

有關消息更新和探訪規定，您可以致電頤康的全天熱線電話 416-940-4815。最準確、最新的消息將會更新在我們的網站上：www.yeehong.com/covid-19/。

我們每一個人都很強大，但同心協力的我們更強大。

電話會議

頤康於4月舉辦了數次電話會議，以解答院友家屬們的問題和憂慮。各個頤康中心的臨床主管都開通了電話會議專線，通過此方式分別於4月2日（密西沙加中心）、4月6日（萬錦中心）、4月8日（芬治中心）和4月16日（麥瀝高中心）為院友家屬們提供了關於該中心的最新消息。

參加電話會議的院友家屬們提出了數百個問題，其中大多數問題圍繞相似的主題，例如安全措施、病毒測試、院友護理、不斷變化的工作規定、以及人手安排等。這4次電話會議合計共有575位院友家屬參與，參與者調查顯示，超過90%的參與者表示他們對所聽到的內容“非常滿意”或“滿意”。

儘管我們難以對所提交的每一個問題都進行回答（有時我們會收到包含20多個問題的電子郵件），但頤康致力於在全球疫情中保持透明。5月的電話會議日期將很快公佈——詳情請留意您的電子郵件以及www.yeehong.com/covid-19/上的更新。



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 National Nursing Week

Celebrate National Nursing Week

National Nursing Week (May 11 –17) allows us to spotlight the many contributions of nurses at Yee Hong Centers for Geriatric Care and the profession's vital role in the health care landscape. It's a time to recognize the vast contributions and positive impact of Canada's 500,000+ registered nurses.

Each and every day, Yee Hong nurses care for our residents and families with a mix of nursing knowledge, expertise, dedication and compassion, routinely going above and beyond to deliver high-quality, resident-centered care. They are integral to our inter-professional teams.

The theme for Nursing Week this year is "Healthcare Heroes". This truly resonates for our nurses at Yee Hong as their leadership inspires us all and at every level of Yee Hong's organization. They lead by demonstrating our core values of Respect, Compassion, Commitment, Excellence, Teamwork, Integrity and Accountability for our residents.

Our nurses not only provide the best quality care, notably they are inspirational and visionary. Many take great pride in sharing their expertise and knowledge of best practices with colleagues in the province of Ontario through conferences, poster presentations, lectures, and committee participation. They, along with our inter-professional teams, provide valuable insight to develop new models of care during the challenging time. Needless to say, it's an exciting time for the profession.

To all of our incredible Yee Hong nurses, thank you! We look forward to recognizing your many contributions May 11 to May 17.

慶祝全國護士周

5月11日-17日是全國護士周。這使我們有機會關注到為頤康中心作出傑出貢獻的護士們，以及該行業在醫療衛生領域的重要地位。讓我們一起為加拿大500,000多名註冊護士的卓越貢獻和積極影響致敬。每天，頤康的護士都秉承著以專業的知識和一顆奉獻的愛心，為院友和家人提供以他們為中心的高質量的護理服務。這群護士是頤康專業團隊中不可缺少的一部分。

今年護士周的主題是「醫療英雄」。頤康護士們的領導力激勵著我們以及中心的每個層面。他們展現了頤康敬、愛、承、優、團、正、信的價值觀。

我們的護士不僅提供最優質的護理，還富有感染力和卓越的遠見。他們中的很多人通過會議、海報、演講以及參與委員會的形式，與安省的同事們分享自己的寶貴經驗並傳授知識。他們與頤康中心的專業團隊一起，在特殊時期，為新的護理方案模式出謀劃策。毫無疑問，這是令人激動的時刻。

致頤康中心每一位優秀的護士，感謝你！期待在護士周（5月11日至17日）與你們一同慶祝並見證屬於你們的驕傲。



Physical Distancing, but not Social Isolation

Physical Distancing, but not social isolation

Physical distancing is a way to prevent the spread of the novel coronavirus from person to person. At Yee Hong, new physical distancing measures were instituted to keep residents safe and all staff are to wear masks at all times.

Since the middle of March, Yee Hong Mississauga has been keeping residents 2 metres apart from one another as well as from the staff. Staff members are also asked to follow the 2 metres guideline on stairways, during breaks, and before and after shifts. Large group activities are suspended including cross floor activities. We ensure residents disinfect hands before starting exercises and participating in any activation programs, and do not allow balls and other objects to be passed around. Arrangements have also been made in the dining rooms and other common seating areas to ensure physical distancing.

However, physical distance does not mean social isolation. We continue to keep our residents active and engaged. We developed the Video Chat program to help residents connect with their family. Instead of gathering a large number of people in one room, our activation team organizes small group and one-to-one programs. Our staff also provide emotional support to our residents and take extra time to talk one-to-one. Residents continue to eat their meals with one another keeping minimum of 2 metres apart.

The pandemic has not changed Yee Hong's commitment to our residents' health and wellbeing, including their emotional health. We provide a warm, caring and safe home even at this challenging time.

身體距離，並非社交隔離

保持身體距離是防止新冠病毒在人與人之間傳播的方法之一。為了保護院友的安全，頤康採取了新的措施以保持與他人的距離，並要求所有員工始終佩戴口罩。

自三月中旬開始，頤康密西沙加中心已實行了院友間（包括與員工之間）保持2米距離的規定。所有的員工也被要求無論是在走廊上、休息間以及輪班間都需要保持2米間隔。中心暫時取消了大型的集體活動以及跨樓層的活動。在院友進行鍛煉以及參與任何興趣活動前，我們都會要求他們先消毒雙手，並禁止相互間傳遞球類或其它活動道具。我們對餐廳以及其它公共區域也作了相應的佈局調整。

儘管如此，保持身體距離並不意味著要阻斷社交互動。我們會繼續努力讓院友保持活躍。視像通話服務很好地幫助了院友與家人聯係。雖然活動室內的團體活動被取消了，但中心活動組開展了一些小型的以及一對一的活動項目。另外，護理員工們亦對長者提供心理輔導，並花費額外的時間進行一對一談話。院友們仍在餐廳一同用餐，但我們要求每個人都至少保持2米的間距。

這次疫情並沒有改變頤康保障院友身心健康的承諾。即使在困難的時刻，我們亦致力於提供一個安全又溫馨的安樂窩。



Sketches of Yee Hong Heroes 頤康英雄榜

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/>

Abby Chan

Abby Chan has been re-assigned to the Markham Centre Long-Term Care home from her regular job as part-time Program Assistant of Adult Day Program since the ban of non-essential visitors. Her duties in the LTC home include assisting residents on the fourth floor with their morning routine, feeding and activation programs.

One of the programs is the video chat. Abby made an extra effort to accommodate a family's request to have the video chat with the resident at a particular time which all family members were there to have his blessing for the grandchild who just got engaged. When the resident started to say his blessing, all family members on the other end cried with joy. They thanked Abby again and again for her help.

Abby takes time to write motivational quotes and post sticky notes on the display board in the office. She encourages fellow team members and boosts their spirit during these challenging times.

"Abby has not only seniors in mind but the community too," says Tracy Li, Program Coordinator. "She reached out to her friends who helped print 3-D mask hooks for Yee Hong colleagues, asked her parents to make cloth masks for those in need, and contacted her community group to donate masks to health care organizations."

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/>

陳綺琦

陳綺琦(Abby)是頤康日間服務部的兼職活動助理，自從中心實行只接受必要探訪政策以後，Abby 被調配至萬錦長期護理院工作，幫助照顧四樓院友的晨起、餵食以及協助參與活動。

其中一項活動是安排視像對話。有一次，一位院友的家屬要求在特定時間進行視頻電話，使院友有機會在所有家人面前向剛訂婚的孫兒送上祝福。為了滿足家屬的特別要求，Abby 用了額外的時間和精力協調並安排。當這位院友說出第一句祝福語時，一家人都開心地哭了起來。他們十分感謝 Abby 的幫助。

有時候，Abby 還會在辦公室的通告欄上寫下激勵的話語，鼓勵同事們在這段艱難的時期相互加油打氣。

服務主任李翠華說：“Abby 不僅時刻記掛著長者，更為社區出力。她聯絡自己的朋友，打印 3-D 口罩掛鉤，供頤康同事們使用。又請她的父母縫製布口罩送給有需要的人。Abby 還與一些社區團體聯繫，募集口罩捐贈予不同的護理機構。”



Dr. C. F. Chiu

Dr. C. F. Chiu, Medical Director of the two Yee Hong Centre LTC homes in Scarborough, has role-modeled what going the extra-mile during these tough times actually means.

Notified in the evening of April 2nd that one of the residents had lacerated his forehead, Dr. Chiu drove from his home to the McNicoll Centre bringing his suture kit to render care for the resident. He did not want to expose this senior to the hospital Emergency Room unnecessarily during the COVID-19 pandemic, nor burden the emergency department which would likely be very busy.

“Dr. Chiu is indeed an inspirational role model for us all during these times,” says Ivan Ip, Executive Director of the McNicoll Centre.

趙中復醫生

趙中復醫生是頤康中心在士嘉堡兩間長期護理院的醫務總監。在這個艱難的時刻，趙醫生身體力行，示範了做多一點點的真正意義。

4月2日晚，當趙醫生得知一位院友劃傷了額頭，他便攜著縫合傷口所需的工具從家駕車到麥瀝高中心，為這名院友進行了治療。趙醫生不願在新冠病毒大流行期間讓這位長者冒不必要的風險到醫院急症室進行治療，也不想為目前超負荷工作的急症部門增加負擔。

頤康麥瀝高中心行政總監葉競強說：“趙醫生確實是一位好的榜樣，在這特殊時期鼓舞了我們所有人。”

Connecting Residents with their Loved Ones

Since the government's directive in March to restrict non-essential visits to Long-Term Care homes, our residents and their families have not been able to see each other. In an effort to lessen residents' feeling of isolation and the impact on their mental health, we offered video chats to facilitate regular contact between residents and their families.

Responses from families have been overwhelming. Up to the end of April, more than 1,600 chats have taken place, thanks to the Activation team at each site working tirelessly to arrange with families so they can see and talk to their loved ones in real time during COVID-19. For more information on video chat sessions, visit <https://www.yeehong.com/covid-19/>.

院友和親人的聯繫

自政府三月中開始禁止非必要人士到長期護理院探訪，頤康的院友就未能與家人見面。為了使院友不致因沒有家屬探訪而感到孤單，頤康特別安排視像對話，使院友和家屬能夠保持聯繫。

這活動自開始以來深受家屬歡迎。直至四月底，四間長期護理院共進行了1,600次視像通話。這有賴各院活動組同事的努力安排，讓家屬在新冠肺炎疫情期間得以藉視像與院友見面，談天說地。關於視像對話的更多信息，請瀏覽網址：<https://www.yeehong.com/covid-19/>



Feedback of some of the video chat users:

- This activity makes me feel like meeting my parent in person. I feel relieved and satisfied seeing my parent. Thank you Yee Hong!
- My mother has many health related issues. I really worry about my mother. Fortunately, Yee Hong has arranged the video chat so I can see my mom directly and know that she is doing well. I'm really happy! I think this is a meaningful activity. Thanks to Yee Hong and its staff!
- This is a good activity. The elderlies do not know the current situation about COVID-19, and do not understand why we do not visit her, and therefore, they will feel depressed. But we appreciate that Yee Hong has provided the opportunity for us to meet with my parent. I feel relieved. This service is really invaluable!
- (from a resident) I am very happy to see my children!

部份視像對話使用者的心聲:

- 此活動讓我猶如親身接觸我父親，見到他很精神，讓我感到放心，很滿足！多謝頤康！
- 媽媽有很多病痛，本來我真很擔心媽媽，幸好頤康安排了視像慰問服務，讓我可以直接見到媽咪，知道她健康無大問題，我真的很開心！此活動很有意義，多謝頤康及各位員工！
- 此活動很好，老人家不清楚現時疫情，不明白我們為何不前來探望她，會有抑鬱情況。多謝頤康提供了我們見面的機會，讓我可以釋懷。此服務真的很有意義！
- (院友說) 見到子女個個精精神神，我很開心！



Virtual Reality

The Activation department won't stop bringing more joy to our residents even under the global pandemic situation. We are trying our best to provide a variety of activities to fulfill the residents' needs during even in this difficult time. One of them includes our virtual reality (VR) activity which is very popular among our residents at Finch site. The goal of VR is not only to entertain our residents but also to enhance their mental and physical well-being.

It's fun, it's healthy, it's good exercise!

Since some residents has expressed desire for new challenges, the activation department at Finch did a trial session for new games and purchased 5 new games according to resident's feedbacks! Due to the high volume of participants, we have increased the VR program from twice a month to once a week on every floor.

Our team will continue to provide the best activities for our residents every day!

虛擬現實活動

在全球疫情期間，活動部仍繼續為住客提供各式各樣的活動，在這艱難的時刻帶給住客們一點喜悅，包括受芬治中心住客歡迎的虛擬現實（VR）活動。虛擬現實的目標不僅是娛樂我們的住客，還能增強他們的身心健康。這是一項既娛樂、又健康的活動！

收集了住客的回饋，他們希望有更多新的挑戰，活動部已購買了5個新遊戲。由於參加人數眾多，我們將每樓層的虛擬現實活動從每月兩次增加到每星期一次。

活動部將繼續為我們的住客每天提供優質的活動。



WHILE YOU CAN'T HOLD YOUR LOVED ONES' HANDS... WE CAN

Last month, we appealed for donations in honour of our front-line care workers. We would like to thank all the families who gave their generous support. The Foundation has sent appreciation cards to these wonderful staff who go the extra mile in providing care to our residents during the difficult circumstances presented by the novel coronavirus pandemic.

In May, we will continue the "Thank Yee Hong Staff" campaign. We ask you to show your recognition and tribute to our essential workers, including PSWs, nurses, and admin and support staff at Yee Hong's four long-term care homes. Thanks to all of them for being our angels, overcoming challenges, and making every resident in Yee Hong feel taken care of and loved.

Please visit www.yeehong/donate or email to foundation@yeehong.com, make a donation and tell us whose heart you want to warm and to whom you want to send a thank-you card.

We also ask for your support for our Dragon Raffle. For just \$20 per ticket, you would win an Audi A3 sedan donated by Audi Uptown. The draw date is July 16, 2020, and all proceeds go to support Yee Hong's services and programs. To purchase tickets, please email to foundation@yeehong.com.

WHILE YOU CAN'T HOLD YOUR LOVED ONES' HANDS... WE CAN.

PLEASE HELP US KEEP THE MOMENTUM GOING.

當你没法握緊你摯愛親人的雙手... 我們可以

上個月，我們呼籲大家以表揚前綫人員的名義捐款，以感謝頤康員工任勞任怨的辛勤付出。在此，謝謝家屬們的慷慨解囊。基金會已向得到讚揚的護理人員發送了感謝卡，感謝他們在新冠疫情期間，挺身而出，繼續用心照顧每一位院友。

在五月份，我們將繼續「向員工致敬」的籌款活動，懇請大家與我們一起，向堅守在崗位上的每一位，包括護理人員、行政以及後勤人員致意。在這困難的時候，他們像天使般，無畏無懼，繼續守候在長者身邊。

請登錄頤康基金會網站 www.yeehong/donate 或發送郵件至 foundation@yeehong.com，捐獻一份愛心，並告訴我們您心中那位值得感謝的天使。我們會替您送上一張特別的卡片，溫暖她/他的心。

同時，我們也請大家支持頤康每年推出的「龍情愛心」慈善獎券。獎券每張\$20。大獎是一輛由 Audi Uptown 捐贈的全新 Audi A3 豪華轎車。抽獎日期為今年 7 月 16 日。善款將用於支持頤康中心的服務。請發送郵件至 foundation@yeehong.com 購買獎券。

當你没法握緊你摯愛親人的雙手... 我們可以。

你們的支持，是我們前進的動力!

