RESIDENT AND FAMILY HANDBOOK



Yee Hong Centre For Geriatric Care

頤康 | YEE HONG

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1. Welcome to Yee Hong

Dear Resident and Family,

On behalf of Team Yee Hong, we welcome you to our home. Moving into a long-term care home is a significant life transition for residents and those who care about them. This handbook provides helpful information as you settle into your new home, and we look forward to getting to know you.

This handbook introduces our Relationship-Centred Care Model, mission, and philosophy; our services and programs; and the shared role of residents, Care Partners, and Team Yee Hong in building strong, trusting relationships. It also outlines mutual expectations that help keep our home safe and consistent, and explains how residents and families can raise concerns, share feedback, or offer suggestions.



2. Our Long-Term Care Homes

Yee Hong is one of Canada's leading not-for-profit seniors' care organizations, providing high-quality culturally responsive and appropriate care and services to Chinese and other ethnocultural seniors since 1994. Yee Hong operates five long-term care homes, a 10-bed hospice, and provides supportive housing and community support services.
Our long-term care homes are:

- Yee Hong Ng Siu Chan Care Centre: 224 beds
- Yee Hong Centre – Scarborough Finch: 250 beds
- Yee Hong Centre – Scarborough McNicoll: 155 beds
- Yee Hong Ho Lai Oi Wan Centre – Markham: 200 beds
- Yee Hong Centre – Mississauga: 200 beds

3. Our Vision, Mission and Values

Vision

Seniors living their lives to the fullest, with dignity, quality of care, and quality of life in every setting.

Mission

Yee Hong offers a full continuum of culturally appropriate services and care for older adults living in any setting to optimize their physical, mental, social, and spiritual well-being. We build organization and system capacity for high-quality, inclusive, and integrated services and care.



Values

We Care: We are compassionate, seek to understand and support one another, respect diversity, and support people to be independent and make their own choices.

We Collaborate: We work together to achieve our shared vision and goals, leverage our combined strengths, and partner to increase our positive impact on our clients, team members, and the system.

We Commit: We pursue excellence through continuous learning, innovation, and improvement; empower our people to be their best; and act with integrity, accountability, and advocacy for improved equity and social justice.

4. Our Philosophy of Care

Yee Hong's Philosophy of Care is rooted in relationship-centred, culturally responsive care. We take the time to know each resident's life story, preferences, and what matters most, so care reflects who they are, as well as what they need.

Our model supports the physical, mental, social, and spiritual well-being of older adults. It strengthens high-quality, inclusive, and integrated care, supports a relationship-centred organizational culture, and promotes meaningful living. We believe older adults deserve the best.

5. Harmony Care by Yee Hong

Feeling at home begins with being known. Harmony Care by Yee Hong is our relationship-centred approach to care. It brings together residents, families, care partners, team members, volunteers, and the community through trusted relationships, cultural understanding, and thoughtful daily support.

By understanding each person's life story, preferences, values, strengths, and goals, we help residents live with comfort, dignity, security, connection, belonging, and purpose.

6. What to Bring When Moving to Yee Hong

Clothing and Laundry

We suggest bringing enough comfortable, easy-to-wear clothing for up to six full days, including clothing suitable for outdoor use. The home will label your clothing as part of the move-in process.

Please give new clothing to the resident home area team in a bag marked with the resident's name so it can be labelled before it is worn.

As a resident's physical condition changes, the team will assess the most appropriate care and support. Adaptive clothing may be recommended to support comfort, safety, dignity, and ease of care. The team will discuss this with the resident and/or their substitute decision-maker. Depending on the resident's preferences and needs, adaptive clothing may be purchased or created by modifying existing garments. Suggested clothing items include:

- One housecoat
- One pair of non-slip sole slippers
- One pair of non-slip sole shoes (running shoes with Velcro closures, washable preferred)
- Nine pairs of socks (acrylic), no tight elastic tops
- Three pairs of stockings or pantyhose, if desired
- Four bras, if worn
- Nine changes of underwear
- Undershirts
- Five nightgowns/pajamas
- Two washable sweaters
- Nine pants/tops and/or jogging suits and/or dresses
- Belts or suspenders, cosmetics and costume jewellery, if used

Our industrial washers and dryers use high-temperature cycles. The home cannot take responsibility for clothing that requires special care. Here are a few tips to help with this:

Fabrics not suitable for laundry include:

- ⦸ Wool or wool blend fabrics
- ⦸ Specialty fabrics or trims such as silk, satin, suede, or fur
- ⦸ Rayon, acetate, or other man-made fibres
- ⦸ Clothing labelled "no bleach," "air dry," "dry flat," or "dry clean"

Due to limited storage space, unmarked clothing that remains unclaimed after 90 days will be donated to a local charity.

Laundry Taken Home

Families or substitute decision-makers who take laundry home to launder are asked to provide a laundry bag in the resident's room.

Team members will make every effort to place soiled clothing in the bag provided. However, items may be sent to the laundry room if they are too soiled to remain in the resident's room or are sent to the internal laundry in error.

Toiletries and Medications

The home provides generic brands of basic toiletries, such as toothbrushes, toothpaste, disposable razors, deodorant, soap, and combs. If you prefer another brand, you may supply scent-free products.

Bar soaps and powders are discouraged for hygiene and safety reasons.

Residents may not keep medications in their rooms unless ordered by their attending physician and stored in a locked drawer. This includes prescription, over-the-counter, and topical medications.

Glasses, Hearing Aids, and Dentures

Please label these items with your name and keep them in labelled storage containers.

Furnishings – Personalizing Your Room

We accommodate personal furniture and belongings when space allows team members to work safely, residents to move safely, and fire regulations to be met. Each resident room is furnished with a bed, chair, and night table. We encourage residents to bring personal items that create a warm, comfortable environment while maintaining safety.

✓ You may bring a small armchair or reclining chair.

⊘ Rocking, swivel, and glider chairs are not permitted because they pose a fall risk. Families are responsible for cleaning and maintaining personal furniture.

✓ Please bring furniture during daytime hours when a cart and assistance can be provided if required. Before bringing furniture into the home, discuss its type and size with the team to ensure it meets the guidelines.

As a resident's physical condition changes, new equipment or methods may be needed for lifting, transferring, and repositioning. Furniture may need to be moved or removed to protect resident and team member safety. The team will discuss any required changes with you.

⊘ Electric wheelchairs or scooters are not permitted

✓ Bedding and linens, including mattresses, pillows, bed linens, washcloths, and towels, are provided. If you bring a comforter or bedspread, you are responsible for laundering it.

✓ All electrical equipment brought into the home, including shavers, fans, radios, and televisions, must be checked and approved by the Facility team to confirm that it is CSA/UL approved.

✓ Cordless remote TV channel changers are allowed in the resident's room.

⊘ Small refrigerators and humidifiers are not allowed.

Repairs and cleaning of personal furniture are the responsibility of the family.

Painting the room or applying wallpaper, decals, or borders is not permitted.

If you would like to hang pictures, our team members will be pleased to assist you.

Closet space is limited and intended for seasonal use. Families are encouraged to store luggage at home and change clothing as the seasons change.

For your safety, the following items are not permitted in your room:

⊘ Trunks, floor lamps, coffee tables
⊘ Space heaters, electric blankets, electric heating pads
⊘ Cooking appliances/equipment
⊘ Floor mats/rugs
⊘ Sharp objects or any hazardous materials
⊘ Extension cords. If necessary, the Facility team may approve a certified power bar with surge protection, which the family must provide.

Residents who use radios and televisions are asked to respect others and may be asked to use earphones.



Personal Assistive Devices

Personal assistive devices, such as wheelchairs and walkers, are available at Yee Hong on a temporary basis. If you need a device permanently, it must be fitted to your needs. Team members will help arrange an assessment and purchase. Funding may be available through the Ministry of Health's Assistive Devices Program, if you meet the criteria.

Health Card

A health card number is required for hospital and specialist visits. Please bring your health card when you move in so it is available when needed.





7. Moving Day

On moving day, you can expect:

- A warm welcome for you and your family, including a tour of the home and your room
- Introductions to members of the Yee Hong team
- Information gathering to shape your individualized care plan, including your story, routines, preferences, what matters most to you, and your health care needs
- A photograph taken on moving day and annually for identification and security purposes
- A meeting with the Business Office Manager to discuss financial arrangements and the resident trust account, and to confirm your substitute decision-maker(s)
- The Laundry Department will label your clothing
- A meeting with our Social Worker, who will invite you and your family to share feelings, concerns, and questions about the move, and learn about your history, needs, and wishes
- Lunch for you and up to two family members in a private dining area
- A meeting with the Activation team to explore recreation activities, the Residents' Council, and other ways to participate
- Information about therapy and restorative programs, resources, and equipment from our therapy and restorative team
- An overview of key services and amenities

How You Can Participate in the Move-In Process

- Tell us about your routines, preferences and personal history
- Identify your key concerns
- Let us know whom you want involved in decisions about your care and finances

The team will gather information during the move-in process to get to know you and create a personalized plan of care. The first few weeks are often a period of adjustment as you settle into your new home and get to know your neighbours and team members. It is not unusual to feel sad, anxious, angry, or confused. We are here to support you and your family as our relationship develops.

8. Resident Bill of Rights

Yee Hong is committed to upholding, respecting, and promoting the Residents' Bill of Rights under the Fixing Long-Term Care Act, 2021. We are committed to a safe, welcoming, and inclusive environment for residents, families, visitors, team members, and volunteers. Disrespect, bullying, violence, abuse, and discrimination will not be tolerated.



Right to be Treated with Respect

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth, and individuality, regardless of their race, ancestry, place of origin, color, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, or disability.

2. Every resident has the right to have their lifestyle and choices respected.

3. Every resident has the right to have their participation in decision making respected.

Right to Freedom from Abuse and Neglect

4. Every resident has the right to freedom from abuse.

5. Every resident has the right to freedom from neglect by the licensee and staff.

Right to an Optimal Quality of Life

6. Every resident has the right to communicate in confidence, receive visitors of their choice, and consult in private with any person without interference.

7. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.

8. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.

9. Every resident has the right to meet privately with their spouse or another person in a room that assures privacy.

10. Every resident has the right to pursue social, cultural, religious, spiritual, and other interests, to develop their potential and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.

11. Every resident has the right to live in a safe and clean environment.

12. Every resident has the right to be given access to protected outdoor areas to enjoy outdoor activity unless the physical setting makes this impossible.

13. Every resident has the right to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.

14. Every resident has the right to manage their own financial affairs unless the resident lacks the legal capacity to do so.

15. Every resident has the right to exercise the rights of a citizen.

Right to Quality Care and Self-Determination

16. Every resident has the right to proper accommodation, nutrition, care, and services consistent with their needs.

17. Every resident has the right to be told both who is responsible for and who is providing the resident's direct care.

18. Every resident has the right to be afforded privacy in treatment and in caring for their personal needs.

19. Every resident has the right to,

i. participate fully in the development, implementation, review, and revision of their plan of care,

ii. give or refuse consent to any treatment, care, or services for which their consent is required by law, and to be informed of the consequences of giving or refusing consent,

iii. participate fully in making any decision concerning any aspect of their care, including any decision concerning their admission, discharge, or transfer to or from a long-term care home and to obtain an independent opinion with regard to any of those matters, and

iv. have their personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act.

20. Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social, and emotional well-being and their quality of life, and assistance in contacting a caregiver or other person to support their needs.

21. Every resident has the right to have any friend, family member, caregiver, or other person of importance to the resident attend any meeting with the licensee or the staff of the home.

22. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.

23. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.

24. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.

25. Every resident has the right to be provided with care and services based on a palliative care philosophy.

26. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.

Right to be Informed, Participate, and Make a Complaint

27. Every resident has the right to be informed in writing of any law, rule, or policy affecting services provided to the resident and of the procedures for initiating complaints.

28. Every resident has the right to participate in the Residents' Council.

29. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of themself or others to the following persons and organizations without interference and without fear of coercion, discrimination, or reprisal, whether directed at the resident or anyone else:

i. The Residents' Council.

ii. The Family Council.

iii. The licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part IX, a member of the committee of management for the home under section 135 or of the board of management for the home under section 128 or 132.

iv. Staff members.

v. Government officials.

vi. Any other person inside or outside the long-term care home.





9. Your Care and Support Team

At Yee Hong, team members from many departments provide interdisciplinary care in partnership with residents, families, and one another. Guided by our Relationship-Centred Care approach, the team works to understand and respect each person's physical, emotional, psychosocial, spiritual and cultural needs, preferences, and goals.

The following team members will partner in your care:

Executive Director (ED): Leads each Yee Hong long-term care home and supports a culture where residents can thrive and feel at home.

Resident Home Area Concierge: Manages daily care operations on each floor, supports team members and helps connect families with team members.

Director of Resident Care: Oversees nursing and personal care services to ensure they reflect best practices, legislative requirements, and what matters most to each resident.

Assistant Directors of Resident Care: Oversee daily operations in resident home areas and support team members in providing high-quality, relationship-centred care.

Nurses: Registered Nurses and Registered Practical Nurses provide timely, professional nursing care.

Personal Support Workers: Assist with daily care, including bathing, meals, mobility, and personal support.

Allied Health Professionals: Includes social workers, spiritual care providers, physiotherapists, occupational therapists, and dietitians.

Recreation and Psychosocial Support Team: Organizes social, cultural, spiritual, and wellness activities, supported by volunteers.

Infection Prevention and Control Manager: Implements, oversees, and maintains the home's infection prevention and control program.

Medical Team: The Medical Director, attending physicians, and nurse practitioners provide clinical leadership and support each resident's health, well-being, and goals of care.

10. Settling into Your New Home

Care Planning

Every resident has an individualized care plan developed in partnership with the resident and, where appropriate, their family or substitute decision-maker. The care plan reflects:

- What matters most to the resident, including personal goals, preferences, and daily routines
- Strengths, abilities, and interests
- Physical, emotional, cognitive, social, cultural, and spiritual needs
- Health conditions, treatments, and medication needs
- Nutrition, hydration, dining preferences, and cultural food traditions
- Mobility, safety, and risk reduction needs
- Meaningful activities, routines, and engagement opportunities
- Rehabilitation, restorative care, and wellness goals

The care plan also explains how the interdisciplinary team will support the resident. It is reviewed regularly and updated as the resident's needs, preferences, and goals change.

Call Bells

Each resident room has a call bell at the head of the bed and in the washroom. Pull the cord when you need help, and a team member will respond as quickly as possible.

Keeping Your Items Safe

We encourage you to take a few precautions to help keep your belongings safe. Resident rooms cannot be locked, so the home cannot protect valuables, furnishings, or personal belongings from loss or damage. We strongly recommend that you do not keep money, jewellery, collectibles, or other items in your room whose loss or damage would cause distress to you or your family.

The resident, representative, or substitute decision-maker is responsible for providing, repairing, and maintaining hearing aids, dentures, eyeglasses, and other prostheses. Please provide suitable storage containers and permanently label or engrave these items.

The home is not responsible for missing or damaged items.

If an item is missing, please tell a team member right away so we can help look for it.

Resident Personal Food Storage

For health reasons, food may not be stored in residents' dresser drawers.

Properly labelled food may be stored in the refrigerator in each resident home area.

Label food with the resident's name, room number, and date.

Because storage space is limited, families are asked to bring only a small amount of food at a time.

Under Public Health requirements, perishable food must be discarded after 24 hours and fruit after 72 hours.

Please discuss gifts of candy or food with the RPN in the resident home area before bringing them to a resident.

Smoking and Alcohol

In accordance with provincial legislation, smoking is not permitted inside Yee Hong. We support residents who smoke while promoting safety, well-being, and smoking cessation. Residents who wish to smoke will be assessed when they move in to determine whether they can do so safely and independently.

Smoking is prohibited within nine meters (30 feet) of any public entrance, as required by law.

We appreciate everyone's cooperation in helping to maintain a safe and healthy environment for residents, visitors, and team members.

Yee Hong respects each resident's right to make personal lifestyle choices, including the consumption of alcohol when appropriate. Residents who wish to have alcoholic beverages will be assessed by the care team, and physician approval may be required to ensure alcohol can be enjoyed safely, particularly when medications or health conditions may be affected. Alcohol brought into the home must be stored securely and managed in accordance with home policies.

Security Access System

- The home has a security access system, including card-controlled entrances and closed-circuit television, to support resident and team member safety.
- Residents who can leave independently will receive an access card and may be asked for a refundable deposit.
- Each resident will receive one access card for a family member at no charge, with a refundable deposit.
- Additional access cards for family members or visitors are available from the support office for a fee and refundable deposit.
- Cardholders may enter and leave the home and secure resident home areas from 7:00 a.m. to 8:00 p.m. daily.
- Visitation after these hours are under exceptional circumstances.
- Please return access cards to the home within 48 hours after the resident is discharged.
- Deposits will be returned for undamaged access cards only.
- Report a lost or damaged card immediately. The deposit will be forfeited, and a fee and deposit will apply to a replacement card.

Care Partners and Essential Visitors

Family members and essential visitors are an important part of each resident's circle of support. The best care develops through partnership, shared understanding, and meaningful relationships.

Families and care partners often know the resident best and help us understand their life story, preferences, routines, culture, and what matters most to them.

Care partners may include family members, friends, privately hired companions, or translators. Please discuss this option with the Director of Resident Care or Executive Director, as specific guidelines apply. A copy of the policy is available on request.

Consistent with our Relationship-Centred Care model, we welcome care partners as valued members of the care team and encourage ongoing communication about each resident's preferences, strengths, routines, cultural practices, and goals. Together, we help each resident feel respected, understood, and at home.

Visiting Hours

There are no restrictions on visiting hours unless otherwise directed by the Ministry of Long-Term Care or Public Health.

Frequent visitors with security access cards have access from 7:00 a.m. to 8:00 p.m.

Visitors without an access card should use the access phone at the main entrance to contact the Receptionist during regular business hours or a nursing team member after hours.

Visitors arriving late in the evening are asked to be mindful of residents who may be asleep and, when possible, to avoid overnight visits that could disturb them.

Visitors should use the main entrance and sign in and out at reception.

We encourage children of all ages to visit!

If the team is providing care when you visit, please respect the resident's privacy and wait until care is complete. A copy of the policy is available on request.

Resident Safety

Resident safety and well-being are a shared responsibility among residents, families, volunteers, and team members.

All exit doors are equipped with alarms in accordance with the Long-Term Care Homes Act to support secure entry and resident safety.

Please ensure that no resident follows you through an exit unless they are authorized to leave or are accompanied. If you are unsure, ask a team member.

Meals for Visitors

Visitors may dine with a resident. Meal tickets can be purchased at Reception at least 24 hours in advance so meals can be planned. Dining space is available in the resident home areas, and a private family dining area may be booked if you wish to bring food to share.

Parking

Parking is available for family members and visitors.

Parking is not permitted in fire routes, accessible spaces without authorization, or areas designated for Yee Hong team members.

External Appointments and Transportation

- Residents, substitute decision-makers, or families are responsible for arranging transportation and an escort, if needed, for appointments outside the home.
- Please notify the nursing team at least one day before the appointment so the resident can be helped to get ready.
- The home will help residents apply for Wheel-Trans service.

Leaving Your Home

We encourage you to maintain your independence and come and go as you wish. For safety, please sign out when leaving your resident home area and sign in when you return. This helps us know where everyone is during an emergency. If you will be away for a meal, please tell a team member. When using a secure entrance, ensure that other residents do not exit unless they are accompanied or authorized to leave.

Hospital Transfers

We strive to provide comprehensive care and support within the home whenever possible. At times, a resident may need tests, treatments, or specialized medical or mental health services that are not available on site. When this occurs, we will arrange for the resident to receive care in a hospital or another health-care setting.

Our team will work closely with the resident, family, and health-care partners to support a smooth transition. Once the resident is ready to return, the hospital will contact our nursing team to coordinate discharge and ensure continuity of care. Transportation home is arranged by the resident or family in collaboration with the hospital, and any associated costs are the responsibility of the resident.

Room Transfer

At times, a room or resident home area transfer may be needed to provide the most appropriate care and support. The home will involve the resident and their substitute decision-maker or family in the discussion, but reserves the right to make the final decision.

A resident or their substitute decision-maker or family may request a room change. Requests will be reviewed when another room becomes available.

Residents requesting an internal transfer will be placed on the home's internal wait list, which is maintained in accordance with Ministry requirements.

Mail

- Mail is delivered Monday to Friday, except on holidays.
- Assistance with reading or sending mail is available as needed.
- The resident, representative, or substitute decision-maker is responsible for sending and collecting parcels.

Telephone, Internet and Cable

- Telephone and internet services can be arranged directly with service providers.
- Installation and service costs are the resident's responsibility. Bills will be sent to the home address of the family member or responsible person.
- Televisions are provided in each resident room and in resident lounges.
- Each resident room has access to cable service. Residents or their responsible person may arrange service directly with the provider, and bills will be sent to the family member's or responsible person's home address.

Newspapers

Residents who wish to subscribe to a newspaper must arrange and pay for the subscription directly with the newspaper. The home will deliver newspapers to resident rooms after they arrive.

Tips and Gratuities

Under the home's People Department policy, team members may not solicit or accept tips, gifts, gratuities, or services from residents, substitute decision-makers, families, or visitors. A violation may result in disciplinary action, up to and including dismissal.

Voting

Residents are encouraged to exercise their right to vote in government elections. Elections Canada or another government body may establish a polling station in the home.

Home team members will help residents access an on-site polling station.

11. Important Meetings

Initial and Annual Care Conferences

Residents, families, and team members work together to support a meaningful, comfortable, and fulfilling living experience. Care conferences provide an opportunity to discuss the resident's strengths, preferences, goals, and any questions or concerns about care and services.

A care conference is held within six weeks of moving in, annually thereafter and as needed. Residents and families are encouraged to participate, and our team will work with you to arrange a convenient date and time.

Resident and Family Councils

Your home has a Residents' Council where residents can share their perspectives, provide feedback, and help shape the quality of care and services in the home. Many homes also have a Family Council, where family members and caregivers meet regularly with leadership to share ideas and collaborate on ways to enhance the resident experience.

Together, these councils play an important role in promoting resident well-being, dignity, and quality of life. We encourage you and your family to participate, as your voices, experiences, and insights help us continuously improve care and services.

Family Meetings

The Home or Family Council regularly organizes information sessions and gatherings where family members can share information and support one another.

Family members are strongly encouraged to attend.

A newsletter will be sent with the monthly billing to inform families about upcoming events and current topics. Family input is welcome. Other important information is posted on the family information board on the ground floor.



12. Ongoing Care and Services

Meals and Snacks

Dining is an important social and cultural experience that supports comfort, connection, choice, and enjoyment. We strive to provide meals that reflect residents' nutritional needs, personal preferences, cultural traditions, and dining routines whenever possible.

Yee Hong provides three nutritionally balanced meals and daily snacks. Menus are overseen by a Registered Dietitian and accommodate allergies, cultural practices, and therapeutic or texture-modified diets for chewing and swallowing.

Meals are served in the dining room. Tray service is available only when a resident must remain in their room for health reasons.

Snacks will be served between meals and before bedtime.

Visitors should check with a team member before bringing food into the home.

Modified Diets: If a resident has specific clinical needs (e.g., dysphagia, diabetes), the kitchen provides texture-modified foods (e.g., minced or puréed) and therapeutic diets ordered by a dietitian.

Cultural and Personal Preferences: Yee Hong regularly consults Residents' Councils to include favourite family recipes and culturally specific foods in upcoming menu cycles.



Medical Care

Each resident is assigned an attending physician, who makes rounds at least twice a month and responds to medical emergencies through an on-call arrangement.

A resident may retain their family physician or nurse practitioner if that provider agrees to follow Home policies, Ministry requirements and a written agreement with the home.

Pharmacy Services

To support safe and coordinated care, provincial legislation requires long-term care homes to work with a single contracted pharmacy provider. This pharmacy supplies all medications and treatment products prescribed by a resident's physician or nurse practitioner. As part of the care team, a consultant pharmacist regularly reviews medication therapies and works collaboratively with physicians, nurse practitioners, nurses, residents, and families to support safe and effective medication use. Medication reviews are completed at least quarterly, or more often as needed.

Resident safety and well-being are our highest priorities. Medications are administered by qualified regulated team members to ensure they are provided safely and accurately. Residents who wish to manage their own medications may do so if a nursing assessment determines that it can be done safely and in accordance with medication storage and administration requirements. Residents and, where appropriate, their families or substitute decision-makers will be informed of significant changes to medication orders.

During medication administration, please keep interruptions to a minimum to support safety and accuracy. If you have questions or concerns about medications or pharmacy services, any member of the care team will be pleased to help.

You are responsible for the cost of pharmacy dispensing fees and medications not covered by OHIP or other benefit programs.

Natural health products, supplements, and alternative therapies may be used with approval by the attending physician or nurse practitioner and in accordance with the Home's policies to ensure safe and coordinated care.

Specialists

If your physician or Nurse Practitioner recommends a specialist appointment, registered nursing team members will help arrange it. Families are responsible for transportation and any personal assistance required.

Recreation and Activity Programs

Ontario long-term care homes are required to provide organized recreation and social activities that support residents' quality of life, reduce isolation, and maintain cognitive and physical abilities.

Programs are offered seven days a week and are based on residents' interests and physical and cognitive abilities. They may include exercise groups, music and art, games, cultural celebrations, spiritual services, gardening, community outings and one-to-one visits.

The Recreation team and social workers collaborate with residents, families and the interdisciplinary team to develop programs that reflect each resident's interests, abilities, culture and preferences. Family members are always welcome to participate.

Spiritual and Religious Care

We respect and support each resident's spiritual, cultural and religious beliefs. A range of voluntary religious programs is offered to meet residents' different spiritual needs.

Spiritual and religious care services may include:

- Worship services and spiritual support
- Access to faith leaders and community resources
- Emotional support during times of illness, transition, or grief
- Cultural and religious accommodations whenever possible

Our goal is to help residents feel connected, comforted, and respected in all aspects of their lives.

Physiotherapy, Occupational Therapy & Restorative Care

Physiotherapy (PT), Occupational Therapy (OT), Active Living and Restorative Care services support mobility, independence, comfort and quality of life. Services are available by referral or upon request from a physician or Nurse Practitioner.

Physiotherapists help residents improve strength, balance, mobility, and pain management, while Occupational Therapists focus on safe daily living activities, adaptive equipment, seating, positioning, and fall prevention.

Restorative Care programs are designed to help residents maintain or improve their physical functioning through regular exercises, walking programs, range-of-motion activities, and individualized support plans.

These services are provided in collaboration with the interdisciplinary care team to promote safety, independence, and overall well-being.

Falls Prevention & Mobility Support

Falls prevention is an important part of resident safety and independence. We work with residents and families to balance safety with independence, mobility, and quality of life. Our goal is to support each person to remain as active and engaged as possible while reducing the risk of injury. Care plans are individualized and consider the resident's goals, abilities, preferences, and dignity of risk.

We support residents by:

- Assessing fall risks regularly
- Encouraging safe mobility and exercise
- Supporting proper use of walkers, canes, and wheelchairs
- Promoting safe footwear and environments

Residents and families are encouraged to speak with the team if mobility needs change.

Dementia and Personal Expressions Support Programs

Our interdisciplinary teams provide compassionate support for residents living with dementia, delirium or mental health challenges, including personal expressions that may communicate unmet needs.

Using relationship-centred approaches, we focus on:

- Understanding triggers and unmet needs
- Reducing distress and personal expressions
- Promoting comfort, safety, and quality of life
- Supporting residents and families with empathy and dignity

Yee Hong has a specialized on-site Behavioural Supports Ontario (BSO) program that coordinates internal and external resources for complex behavioural and psychological symptoms of dementia (BPSD). The program collaborates with specialized outreach teams, including the Virtual Behavioural Medicine program at Baycrest and University Health Network, Ontario Shores, and the Geriatric Mental Health Outreach Team from Scarborough Health Network.

Infection Prevention and Control (IPAC) Program

At Yee Hong, protecting the health, safety, and well-being of residents, families, team members, volunteers, and visitors is a shared responsibility. Through our Relationship-Centred Care approach, we work together to create a safe and welcoming environment while helping to prevent and reduce the spread of infections.

Stay Home When Unwell

Family members and essential visitors should stay home if they have vomiting, diarrhea, fever, cough, sore throat, or generalized aches and pains.

Hand Hygiene

Good hand hygiene is one of the most effective ways to prevent infection. Team members clean their hands frequently, and we ask residents and visitors to do the same.

- Hand sanitizer is available throughout the home.
- Clean your hands when entering and leaving the home, before meals, and after handling potentially contaminated items.

Personal Protective Equipment (PPE)

At times, family and visitors may be asked to wear a mask or other PPE, such as eye protection, gowns, or gloves, to help protect themselves and others. Please follow the directions of team members and any posted instructions.

Respiratory Etiquette

- Cover your mouth and nose when coughing or sneezing.
- Dispose of used tissues immediately and clean your hands afterward.
- If a tissue is not available, cough or sneeze into your sleeve or elbow.

Immunizations and Tuberculosis Screening

- Residents' immunization records are reviewed when they move in.
- Recommended vaccinations, including annual influenza vaccines and other vaccines as advised by public health authorities, are offered to residents.
- All residents undergo tuberculosis screening as part of the move-in process.

Skin and Wound Program

Maintaining healthy skin is an important part of overall health, comfort, and well-being. Our Skin and Wound Care Program focuses on preventing skin breakdown and reducing the risk of infection through regular skin assessments, appropriate repositioning, pressure relief measures, and personalized care interventions.

Residents at risk of skin wounds are assessed within 24 hours of moving in, after returning from hospital, or after an absence from the Home lasting more than 24 hours.

If a wound develops, the interdisciplinary care team will work with the resident and family to provide individualized treatment and support. Care may include nursing interventions, physiotherapy, nutritional support, and other specialized services aimed at promoting healing and comfort.

Continence Care and Management Program

Our Continence Care Program supports residents' independence, comfort, dignity, and overall well-being by promoting healthy bladder and bowel function. Working in partnership with residents and families, the care team develops individualized approaches to support continence, manage symptoms, and help prevent constipation. Strategies may include scheduled toileting, continence products, assistive devices, and other personalized interventions based on each resident's needs, preferences, and goals.

Pain Management Program

Our Pain Management Program is designed to enhance comfort, dignity, and quality of life. Working in partnership with residents and families, the interdisciplinary care team uses a relationship-centred approach to assess, manage, and reduce pain.

For residents who are unable to verbally express pain, specialized assessment tools and observation methods are used to identify signs of discomfort. Pain management strategies may include medications, supportive equipment, positioning, comfort measures, and other non-pharmacological approaches tailored to the resident's needs and preferences.

Residents are regularly reassessed to ensure pain management interventions are effective and adjusted as needed to support ongoing comfort, and well-being.

Palliative Approach to Care

We provide a compassionate, relationship-centred palliative approach to care, including end-of-life care, focused on comfort, dignity, quality of life and what matters most to the resident and family. Care reflects personal values, cultural beliefs, spiritual needs and, individual preferences.

Our care team supports residents and families by:

- Respecting residents' wishes and values
- Managing pain and symptoms
- Providing emotional, social, spiritual, and cultural support
- Supporting families through grief, and bereavement

When you move in, registered team members will ask about your values and beliefs, and review with you or your substitute decision-maker your last known capable wishes for emergency situations. They will document these conversations and review them at least annually. This information will help your substitute decision-maker and the Home make future health care decisions if you are unable to decide for yourself.

End-of-Life Care

At Yee Hong, end-of-life care honors each resident's wishes, values, cultural traditions, and goals of care. Our priority is to provide comfort, dignity, and compassionate support to residents and their families during this important stage of life.

Working closely with residents, families, care partners, and the interdisciplinary team, we strive to maintain the highest possible quality of life by managing pain and symptoms, relieving suffering, and addressing emotional, psychosocial, spiritual, and cultural needs. Many residents choose to remain in the comfort of their own room rather than be transferred to hospital, and our skilled team is committed to supporting their preferences whenever possible.

A palliative approach is integrated throughout each resident's care and tailored to individual needs and preferences. Families and loved ones receive support throughout the resident's care and during bereavement.

13. Purchased Services

The following services are available on site for an additional charge:

- Hairstyling/Barber
- Special activities and functions including outings
- Chiropody and foot care services
- Dental care

Residents may purchase these uninsured services through direct billing or deductions from the Resident's trust account.

Residents and families may arrange optometry and audiology care in the community.



14. Safety, Emergency and Evacuation Procedures

Fire Safety

The safety of our residents, families, and team members is a top priority. Our home is equipped with fire safety systems, including a sprinkler system, and complies with all applicable fire safety regulations. Regular inspections are conducted by the Ontario Fire Marshal's Office and local fire authorities.

To ensure preparedness, fire drills are held three times per month across all three shifts, and emergency procedures, evacuation plans, fire exits, and pull station locations are posted throughout the home.

Emergency preparedness drills are conducted monthly while evacuation drills are conducted yearly.

Residents, families, and visitors play an important role in maintaining a safe environment by following fire safety, smoking, and emergency procedures.

Emergency and Evacuation Procedures

In an emergency, stay where you are unless you are in danger, and follow instructions from a team member. See below our list of emergency codes and what they mean:

EMERGENCY PREPAREDNESS CODES

- **CODE BROWN:** (CHEMICAL SPILL)
- **CODE PURPLE:** (HOSTAGE/ABDUCTION)
- **CODE SILVER:** (ACTIVE ASSAILANT)
- **CODE BLUE:** (CARDIAC ARREST)
- **CODE GREEN:** (EVACUATION)
- **CODE ORANGE:** (EXTERNAL DISASTER)
- **CODE RED:** (FIRE)
- **CODE BLACK:** (BOMB THREAT)
- **CODE WHITE:** (VIOLENT PERSONS)
- **CODE YELLOW:** (MISSING RESIDENT)
- **CODE GREY:** (LOSS OF ESSENTIAL SERVICES)

15. Key Policies

Zero Tolerance for Abuse and Neglect

All residents/clients shall be treated with respect and dignity by team members, service providers, volunteers, students and visitors to the home. Our home has Zero Tolerance for abuse. As per our home policy (CAD-VII-08), all allegations of resident/client abuse will be handled in a confidential manner and shall be carefully investigated, and appropriate action shall be taken. Our home shall make every effort to ensure that there are no repercussions for the reporting party.

Abuse in relation to a resident includes physical, sexual, emotional, verbal or financial abuse or neglect. Anyone who witnesses or suspects abuse must report it immediately to a manager or the charge nurse on duty.

Least Restraint

Residents have the right to be free from restraint, and Yee Hong strives to provide a restraint-free environment. Restraints are used only as a last resort after other alternatives have been tried and found ineffective.

Our Use of Least Physical Restraint and PASDs policy (CIP-I-07) respects residents' right to be free from restraint while protecting residents and team members from bodily harm related to unsafe mobility or postural instability, personal expressions of unmet needs, or interference with specific medical treatments.

Our Use of Chemical Restraint Policy (CNU-V-19) ensures that chemical restraint is not the primary way to control behaviour. Environmental, social and behavioural approaches must be explored first.

These policies are posted on the main-floor bulletin board. Copies are available on request.



Whistleblower Protection for Residents

Protecting residents and substitute decision-makers who report concerns reflects the home's commitment to openness, transparency and accountability. Under policy CAD-IX-24, the home has zero tolerance for retaliation. (Allegations of retaliation will be handled confidentially, carefully investigated and addressed appropriately.)

The policy is posted on the information board, and copies are available on request.

Duty to Report

Under the Fixing Long-Term Care Act, 2021, everyone, including substitute decision-makers and family members, must report to the Ministry if they see or suspect that any of the following has occurred or may occur and has caused harm or a risk of harm:

- Improper or incompetent care or treatment of a resident
- Abuse of a resident by anyone
- Neglect of a resident by team members or the home's licensee
- Unlawful conduct

They must also report if they suspect that any of the following has occurred or may occur:

- Misuse or theft of a resident's money, including money held by the home in a resident trust account
- Misuse or theft of funding provided to the home by the government

This information must be reported immediately to the Director responsible at the Ministry of Health and Long-Term Care.

16. Ministry Policies on Resident Leaves

We recognize the importance of maintaining connections with family, friends, and the community. Residents may take approved leaves of absence in accordance with provincial long-term care regulations, including:

- **Medical leave:** up to **30 days**
- **Psychiatric leave:** up to **60 days**
- **Casual leave:** up to **48 hours per week**
- **Vacation leave:** up to **21 days per year**

The care team will work in partnership with residents and families to support continuity of care and help ensure a safe and comfortable transition before, during, and after an absence.

Please note that accommodation charges continue while a resident is away from the home. If your condition or care needs require absence from the home beyond the available medical or psychiatric leaves, then you shall be discharged from the home.

17. Money Matters

Accommodation Charges

When you move in, you or your Power of Attorney for property will be asked to sign an Accommodation Agreement outlining your rights, responsibilities and accommodation arrangements.

Daily and monthly rates for all types of accommodation, including basic and private, are set by the Ontario Ministry of Long-Term Care. Residents in basic accommodation may qualify and can apply for a rate reduction.

You or your family are responsible for filing income tax returns. This is required to apply for a subsidized rate from the Ministry. For a rate reduction application, you may contact our social worker from Monday to Friday during office hours.

Accommodation charges begin on the date the Placement Coordinator authorizes the resident's admission to the home.

The rates are normally adjusted once annually in July. Residents and families will be notified in writing of the rate changes one month in advance.

Government Financial Assistance Programs

Various government assistance programs may be available to residents. Our Social Worker will be pleased to provide information.

Monthly Billing

Statements are issued electronically each month and are due on the first day of the month. The Business Office Manager will coordinate automatic payments during the move-in process.

Resident Trust Accounts

- Residents may establish a non-interest-bearing trust account with the home to cover supplemental services and comfort items.
- Residents and families may contact the Business Office Manager to make arrangements.
- Deposits and withdrawals for unfunded services may be made through the trust account on request.

Cash deposits and withdrawals can be arranged at Reception on weekdays from 9:00 a.m. to 5:00 p.m. The Business Office Manager can also assist residents who are unable to make withdrawals from the office.

18. Complaints, Concerns and Compliments

Yee Hong values open communication and welcomes questions, concerns, suggestions and compliments from residents and families. Please speak with the team member most directly involved in your care or service, or with a member of the leadership team. We will listen, work with you and respond respectfully and promptly. We also welcome recognition of team members who have made a difference. Your feedback helps us improve care and create a home where every resident feels known.

If you feel that your concern has not been satisfactorily addressed, you may follow the steps outlined below to escalate the matter for further review.

How to Make a Complaint

1. Start with any team member, such as an RN or RPN, who can help address your concern.
2. If you are not satisfied with the response, contact the Director of Resident Care.
3. You may also contact the appropriate department head:

Department	Contact
Finance Department	(416) 321-6333
Medical Director	(416) 293-6600
Social Worker	(416) 321-6333
Registered Dietitian	(416) 321-6333
Facility Manager	(416) 321-6333
Food Services Manager	(416) 321-6333
Activation Manager	(416) 321-6333

4. If you are not satisfied with the department head's response, write to or call the Executive Director at (416) 321-6333.
5. If you are not satisfied with the Executive Director's response, write to or call the Vice President Operations at (416) 321-6333.
6. If you are not satisfied with the Vice President Operations' response, write to or call the Chief Executive Officer at (416) 321-6333. The CEO is the legal representative of Yee Hong Centre for Geriatric Care, which holds the licence for Yee Hong Centre - Scarborough McNicoll under the Fixing Long-Term Care Act, 2021.
7. If you are not satisfied with the Chief Executive Officer's response, write to the Chair of the Board of Directors at 2311 McNicoll Avenue, Scarborough, ON M1V 5L3.

Residents and families may also contact the home's Residents' Council to discuss concerns.

The home will acknowledge receipt of your complaint within ten business days and will call or write to explain:

- What is being done to address your complaint now
- What is planned to address it in the future and when you can expect it to be resolved
- Why the home believes there is no cause for complaint, if applicable

We expect that most concerns and complaints can be addressed by the home. Residents and families may also contact the Ministry of Long-Term Care for clarification, advice or to make a complaint.

Call the Ministry

Long-Term Care Family Support and Action Line
Toll-free 1-866-434-0144
Hours of operation: 8:30 a.m. - 7:00 p.m., 7 days a week

The person who answers your call will:

- Take down your information
- Ask you some questions
- Give the information to an inspector for follow-up

If your complaint is not urgent, you will hear back within two business days.

Write to the Ministry
Send a written letter, by mail, to:
Director
Long-Term Care Inspections Branch
Long-Term Care Operations Division
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON M7A 1N3

You will receive a reply to let you know that the ministry has received your complaint. The director will pass your complaint on to an inspector who will investigate the matter. You can also contact the ministry directly by sending an email to:
mltc.correspondence@ontario.ca

Contact the Patient Ombudsman

If you have already contacted the home directly and the Long-Term Care Family Support and Action Line (toll-free at 1-866-434-0144) **and were not able to reach a satisfactory resolution**, you can contact the Patient Ombudsman:
Call - 1-888-321-0339 (toll free) or 416-597-0339 (in Toronto)
TTY: 416-597-5371
https://www.patientombudsman.ca/Complaints/Make-a-complaint/Submit-

19. Accreditation



Our home is accredited by Accreditation Canada. In 2026, Yee Hong successfully achieved Accreditation Canada Exemplary Standing, the highest level of accreditation. This achievement reflects the organization's strong performance across governance, leadership, resident safety, quality improvement, infection prevention and control, medication management, emergency preparedness, and resident and family engagement.

20. Discharge and Transfer

Residents may continue to live in the home while their care needs can be met safely and appropriately.

If a resident's condition changes and another care setting becomes more suitable, the home will work with the resident, family, health care team, hospital discharge planners and Ontario Health atHome to support a safe and appropriate transfer.

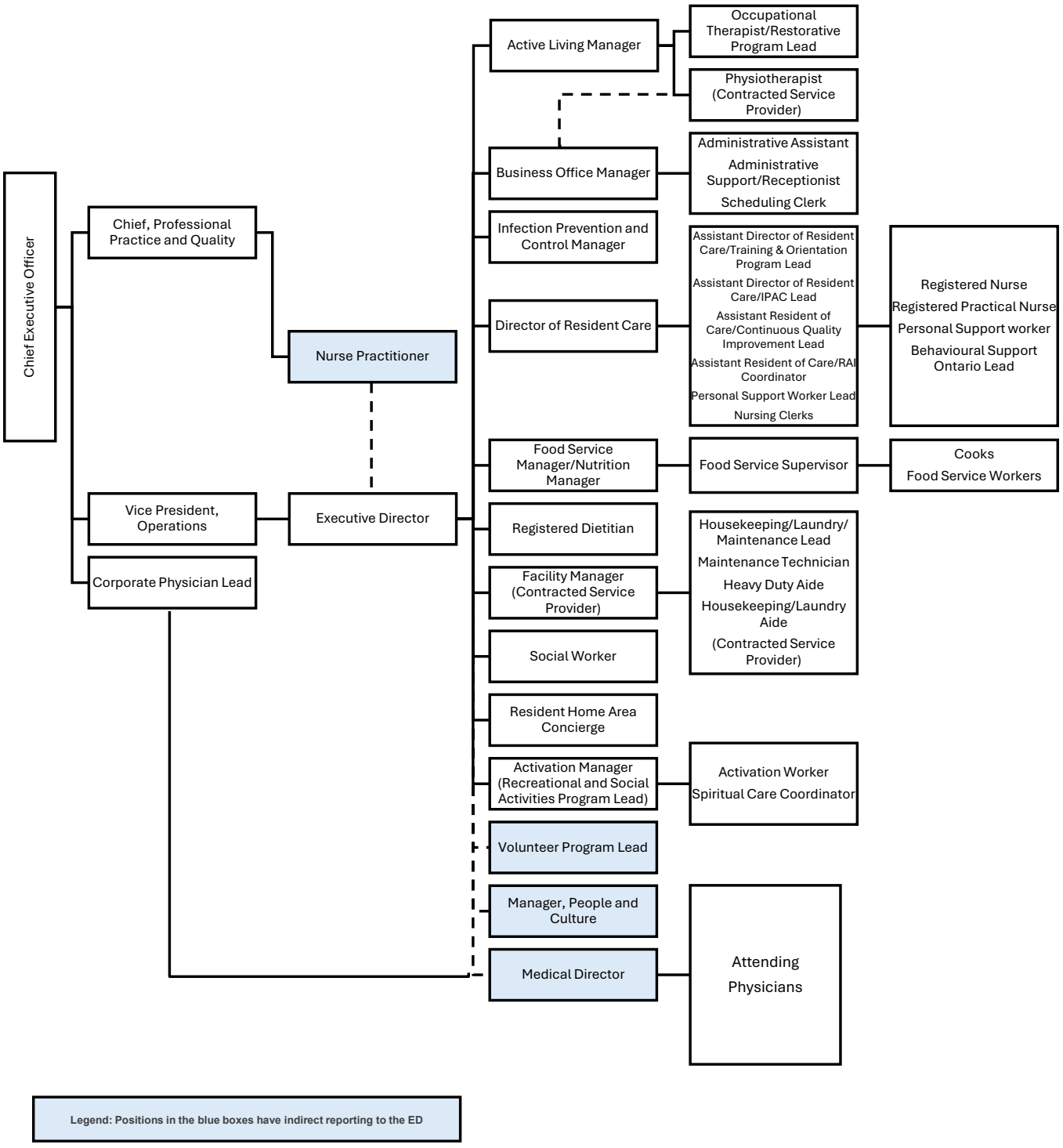
If a resident's condition improves and returning to the community is appropriate and desired, the interdisciplinary team will assist with discharge planning and arrange necessary community support and services.

Residents wishing to transfer to another long-term care home must contact Ontario Health atHome to request the transfer.

At Yee Hong, meaningful living is created through relationships. Care planning, dining, recreation, communication and family partnership are guided by our commitment to know each resident as a person, honour what matters most to them, and create a home where they feel safe, respected, connected and valued. Our seniors deserve the best.

Appendix A

Yee Hong Team Structure





Contact Us

General Telephone
416-412-4571

Email Address
ngsiuchan@yeehong.com

Social Media

Yee Hong operates where the community needs us most.
Learn more about our community services by calling 416-412-4570.
Discover our full list of locations and services at yeehong.com.

YEE HONG