

# WHERE MULTICULTURAL NEEDS ARE MET UNDER ONE ROOF



同一屋簷下的多元文化社區



## BIRTH OF YEE HONG

The seed of Yee Hong was planted in 1987, and Yee Hong Centre – Scarborough McNicoll was born in 1994. Ten years later, three younger siblings - Yee Hong Ho Lai Oi Wan Centre, Yee Hong Centre - Mississauga and Yee Hong Centre - Scarborough Finch are taking their first tentative steps, emulating all the good behaviours of the first born.

It was a long labour of love, with plenty of growing pains. Prior to the Grand Opening of Yee Hong McNicoll Centre, a lot of research, feasibility studies, lobbying, constant fundraising, all done with passion and determination, have given Yee Hong a great head start. A lot of nurturing from staff and volunteers has made Yee Hong flourish.

From identifying the desperate need of culturally and linguistically appropriate care for Chinese Canadian seniors, to spreading the “ideal senior care” to all seniors, Dr. Joseph Wong is a proud parent who has inspired volunteers and staff alike and is eager to spread the Yee Hong model of care to other ethnic communities that share our vision and mission.

The success of Yee Hong convinced the government that using the same amount of funding allocated to all nursing homes, different cultural groups can be better taken care of through specialized facilities. Yee Hong grew from a nursing home of 90 beds to the four community-based facilities in year 2004, offering a continuum of care and services, employing 1,000 staff members. For Yee Hong residents, the days of homogenous service at mainstream long-term care facilities for everybody was over. Yee Hong’s culturally appropriate care started to be the innovative lead of the industry, and has since changed the stereotypical concept of the nursing home.

“From my childhood years of being carried on the backs of my maternal and paternal grandmothers to the far away government funded clinics for critical treatments, I realized how younger generations came into being because of our parents and grandparents. I felt that it is absolutely essential that all seniors should be able to receive the care and medical treatment they require and deserve when they have contributed their whole lives for the younger generations. Throughout the years, I have

## 頤康的誕生



頤康經過十七年的悉心灌溉，打從1994年開始萌芽紮根，創立頤康士嘉堡麥瀝高中心，直至十年努力後的今天，再孕育多三所長期護理中心，分別位於萬錦市的頤康何黎藹雲中心，座落多倫多西部的頤康密西沙加中心，和規模最龐大的頤康士嘉堡芬治中心，三間新院皆承襲著頤康一貫的優良傳統。

頤康能夠達至現在的成就殊非輕易。早在士嘉堡麥瀝高中心開幕之前，頤康背後一群熱心的義工，憑著他們的決心和毅力，不斷的研究和調查，並積極地籌募經費，使頤康有一個非常好的起步。

從當初察覺到華裔耆老們對迎合文化護理的迫切開始，直至現在致力開拓多元文化長者護理服務，王裕佳醫生都盡心盡力，積極鼓勵職員和義工並肩合作，將頤康老有所依的理念發揚光大，讓不同族裔的社區都能分享到頤康的成果。

頤康優秀的佳績讓政府了解到建立切合多元文化的護理設施，除能夠完善地照顧少數族裔，更能使社區內的長者在政府的正常撥助下，得到超越省府水準規定和更適切的服務。頤康的發展亦日趨迅速，由原本只有九十張



identified a few underserved ethnic communities which may benefit from culturally appropriate elder care. In the era of building Yee Hong, other communities expressed interests in partnering with us to either provide services to their communities or to learn from us so that they can build their own facilities. I am glad to help because it is indeed heart-warming to know there are other communities that share my vision.

It really is quite amazing that we were able to overcome one challenge after another. The miracle lies in how we re-define nursing homes. Yee Hong has changed the gloomy and lonely image of the nursing home into that of a cozy family and community gathering place. To date, our community is able to take care of the elderly, and all members interact harmoniously with each other, reconciling all cultural, traditional and linguistic differences. We owe much of our success to our generous donors, supportive community partners, compassionate volunteers and professional staff members.

護理床位的設施，擴展至合共四間護理中心，擁有一千多名職員，並提供一條龍的全面護理服務。華裔長者再不需要在主流社區的長期護理中心內，承受文化的障礙和語言的隔膜，並得到適當的照料和關懷。頤康為切合長者文化所提供的護理服務概念，帶領長者護理服務進入新紀元。

『回想起自己兒時患上重病，祖母和外祖母不辭勞苦地背負著我，到政府資助的診所求醫，使了解到長者為家庭和社會甘願貢獻自己的一生，所以在他們年老的時候應該得到適當的照顧，頤養天年。多年來頤康致力為華人社區提供服務，同時留意到其他社群缺乏全面的護理服務。頤康迅速發展期間，多個社區團體表示有意與我們合作，為其社區提供服務，有些更希望學習頤康的護理系統，興建切合其文化背景的護理中心。我非常樂意分享頤康的成就，也為著其他社群能與我分享同樣的信念，感到十分欣慰。

頤康順利克服一個個的挑戰，除令人感到鼓舞，也印證著頤康對護理服務所作出的革命。頤康把護理院以往陰沉和孤獨的形象，改變成一個洋溢著



Yee Hong will continue working on accomplishing its mission by enriching its continuum of care and services and outreaching to different communities. We aim to set the standard in the industry through education, training, consultation and exemplary efforts. I believe that, in a perfect world, seniors of all families and cultural backgrounds will be able to live their lives to the fullest - in the healthiest, most independent and dignified way."

Dr. Joseph Wong, Chair, Yee Hong Centre for Geriatric Care and Yee Hong Community Wellness Foundation



家庭溫暖和關懷的社區。時至今日，頤康仍然致力為耆老建立舒適安泰的長者社區，讓住客們在沒有語言和生活文化隔膜的環境下和諧地生活，安享晚年。這些成就全賴充滿愛心的善長和社區團體的支持，和一群熱忱的義工和職員們的努力。

今後頤康將繼續實踐「老吾老以及人之老」的使命，全力發展長者護理服務，並將服務範圍延伸至其他社區，透過不斷的教育、培訓、諮詢和努力，提高護理服務的標準水平。我盼望日後來自不同文化背景的長者們，都能夠得到悉心的關懷和照料，獨立而有尊嚴地生活。』

頤康中心、頤康基金會主席

王裕佳醫生



## CULTURALLY APPROPRIATE CARE FOR ALL — OUR CONSCIOUS DECISION

To realize our vision of providing a caring community where seniors and others enjoy the highest quality of life, Yee Hong began serving the Chinese community and has since reached out to different ethnic communities that have presented a need for, as well as an interest in, providing culturally appropriate care to their seniors. From these partnerships, special units have been designated in different Yee Hong centres for specific cultural groups, and consultation has been provided for various ethnic communities to develop their own facilities to provide culturally appropriate care to their seniors. To date, each of the four Yee Hong centres are characteristic of the diverse communities they serve and the culturally appropriate services they provide.

Yee Hong Centre – Scarborough McNicoll has a diverse population of different dialectal groups of Chinese origin.

Yee Hong Ho Lai Oi Wan Centre in Markham features a South Asian floor with the best curry in town!

Yee Hong Centre - Mississauga is proud to house a Filipino unit, as well as a strong presence of the Portuguese, Vietnamese and other communities.

Yee Hong Centre – Scarborough Finch presents a Japanese unit with tasteful Japanese décor. Staffed by Japanese-speaking health care professionals, the floor serves healthy and individualized Japanese menus carefully designed by a professional Japanese dietitian.

“There have indeed been enormous changes over the past decade that I have been with Yee Hong. Given the frail conditions of the seniors, even one day of waiting to get into a long-term care facility is too long. It was really unfortunate that our original waiting list was over 10 years. This year, I am glad that the waiting list to be admitted into Yee Hong has been substantially shortened with all the four long-term care facilities fully operating.

Yee Hong has been outreaching into other underserved ethnic communities. Extending our services to a multicultural population is a mutually beneficial one. The underserved cultural communities benefit from being able to share Yee Hong’s resources to serve their seniors, while Yee Hong benefits from being able to serve more communities in need with higher cost effectiveness.

## 頤康的承諾 — 切合文化背景的照顧



頤康的宗旨，是讓長者及  
其他人都能得到最親切的  
關懷照顧，享受生命之

最。從初期專門服務華人社區開始至今，頤康的服務已經擴展到不同族裔的社區，並與各社區團體合作，在每間頤康中心設有特別部門和樓層，專為不同文化背景和需求相異的長者提供照顧。時至今日，四間頤康中心都有其獨特風格和迎合多元文化的服務特色。

### 頤康士嘉堡麥瀝高中心

住客們大多來自不同的地方、操不同省份方言的華裔長者。

### 萬錦市頤康何黎藹雲中心

有專為南亞裔長者而設的樓層，其傳統咖喱小食尤其美味。

### 頤康密西沙加中心

融合著多元文化，特別設有專為菲律賓裔的樓層，更有來自葡萄牙、越南和其他社區的長者居住。

### 頤康士嘉堡芬治中心

為提供健康舒適的居住環境給日裔住客，除樓層以日式風格設計，更聘有操流利日語的醫護人員，膳食更由專業的日裔營養師精心策劃。

『在過去十年時間，頤康的確經歷了很多變化。以往，眼看著長者們身體虛弱，知道每一天的等待都是漫長的，無奈當時輪候入住護理院的名單



While providing multicultural services is a logical decision, it was met with numerous challenges. First, we had to appease all parties over the concept of sharing resources with others. There are more fortunate groups that can afford to partner with Yee Hong by sharing expertise, social contacts and financial resources. There are also some that can only bring community support, voluntary help and an abundance of determination to the partnership. We are thrilled to have harmonized and unified both extremes, to produce the fruits of the four culturally harmonious centres.

Another hurdle was rooted in the various levels of acceptance for long-term care. Different cultures view differently the responsibility of taking care of their elders in the family. This external challenge was overcome through time and real life proof of the high quality of culturally appropriate care Yee Hong provides. This success is attributable to our dedicated staff and supportive volunteers.

When all other operational and logistical obstacles are overcome and facilities and the staff are in place, the ultimate challenge comes in housing residents of different backgrounds and providing an environment where they can live together in harmony.

卻長達十年以上，真叫人痛心。但慶幸從今年開始四間長期護理中心已全面啟用，輪候時間已大幅度縮短。

與此同時，頤康將服務延伸至各個有需要的多元族裔社群，讓雙方都能受益。在缺乏護理服務的社區內，他們的長者現能分享到頤康的優質服務；另一方面，頤康的服務範圍得以擴展，使更多長者受惠。

但是在實行為多元族裔提供服務的計劃前，頤康也要面對許多前所未有的挑戰。首先我們要說服各社區團體和人士，贊同及支持這個與其他社區共用資源的概念。有些與頤康合作的團體，只能提供在社區活動和義務工作上的支持，有其他團體不論在經驗分享、社區聯繫和財政資源上都能夠提供充份的援助。四間中心集合了各方的資源，培育出和諧文化的果實，我們為此感到興奮和雀躍。

另一障礙是不同文化背景的人士，擁有對長期護理服務不同的價值觀，因為不同文化的背景，對照顧家中長者的責任和看法均有分別。但是頤康憑著盡責的職員和熱忱的義工，通過時間和優質服務的實證，克服了挑戰。

當職員們甫踏入落成啟用的中心時，便是真正嚴峻的考驗的開始，因為當前的任務是要應付來自不同文化背景



This turned out to be a blessing for us. With knowledge and confidence from education and experience, our residents, families, volunteers and staff members of different backgrounds interact surprisingly well together. There were questions, but to them, there were also reliable and educated answers. Uncertainty disappeared quickly, and we are gratified to be able to establish bonding and harmony.

We are willing to face all the challenges that come our way because we are determined to offer truly culturally appropriate services to our seniors. Looking back at the learning phase, we can now proudly say that we have indeed redefined long-term care and have made a positive difference in the lives of many. By continuing with our hard work and by partnering with more communities for their various needs, Yee Hong will have an impact on the lives of many, from many more different ethnic backgrounds. It will be a long and challenging journey, but we have chosen to conquer it because all of us at Yee Hong embrace the same vision and are determined to accomplish the same mission.”

Florence Wong, CEO, Yee Hong Centre for Geriatric Care



的頤康住客的需求，為他們提供最適合的服務，使他們入住後能夠與其他住客和諧地生活。全憑從以往的學習和經驗中取得的知識和信心，一切問題和不安都迎刃而解，來自不同文化背景的住客、家人、義工和職員們都相處得十分融洽，建立出一個關係緊密、快樂和諧的安樂窩。

我們願意面對將來的一切挑戰，因為我們深信頤康能為長者提供最迎合其文化的服務。回顧以往的學習階段，現在我們可以自豪地說，我們已重新確立和提昇長期護理服務的標準，使耆老及其家人們更加受益。前面的路雖然仍很漫長，但我們將不斷努力，和更多有需要的社區合作，繼續衝破不同的挑戰和考驗，使頤康敬老護老的傳統發揚光大，貫徹頤康「老吾老以及人之老」的大同精神。」

頤康中心首席行政總監  
黃陳曼麗





## 頤康的承諾 — 社區的信心



頤康提供迎合文化的優質護理服務一向出類拔萃，在社區內得到同業的認同及多元族裔社群的信任。多個族裔的社區均有意與頤康攜手合作，分享資源和經驗；有些團體更希望頤康能夠分享長期護理的知識和經驗，讓他們能在社區內建立自己的護理院。

『在2004年6月落成啟用的頤康士嘉堡芬治中心內，其中二十五張床位是頤康中心與Momiji中心合作的成果，當中有賴雙方合作無間，加上社區的慷慨支持和貢獻。

早在半年前，Momiji董事會和職員們便實地到萬錦市頤康何黎藹雲中心參觀，計劃與頤康合作的藍圖和策略。先由註冊營養師石原治子，根據安省衛生及長期護理廳的嚴格標準，為頤康特別設計出一套四星期的週期性日本餐單。再由一名室內設計學生大久保美穗提出揉合加拿大和日本兩國的風格，以全新的構思設計頤康的日裔樓層，並得到加拿大三井物產株式會社和Noritake餐具公司慷慨捐贈傳統的日式餐具，使日裔住客能夠保持過往的起居飲食習慣。

## CONFIDENCE IN YEE HONG — COMMUNITIES' CHOICE

Known for its unique, comprehensive and culturally appropriate approach to providing high quality care and services, Yee Hong has been the envy of the industry and has earned the trust of many ethnic communities. Being approached by a number of ethnic groups, it has been generous in sharing its resources for long-term care partnerships as well as in sharing its industry experience and knowledge with other groups that are interested in operating their own facility.

“The 25-bed unit, the result of a partnership between Momiji Health Care Society and the Yee Hong Centre for Geriatric Care, opened in June 2004 at the new Yee Hong Centre - Scarborough Finch. A lot of work and community support contributed to this success.

The Momiji Board and staff had visited Yee Hong Ho Lai Oi Wan Centre in Markham to shape our strategy for the six months leading up to the opening. Haruko Ishihara, a registered nutritionist, has created a four-week Japanese menu cycle for Yee Hong, following the Ministry of Health and Long-Term Care's rigorous standards. An interior design student, Miho Okubo, has contributed her talents by submitting a proposal for decorating the new unit in a refined Japanese Canadian style. With the generous donations from Mitsui Company Canada and Noritake, residents will enjoy the use of authentic Japanese tableware. We hope that residents will enjoy their meals in the way which they are accustomed to.

At the Momiji home, residents have made thousands of paper cranes to wish good health and longevity to the 25 residents at Yee Hong. We are grateful for the community's support for this venture and we are eager to cultivate our relationship with Yee Hong.”

Kiyoshi Dembo, Outreach Coordinator/Fundraiser, Momiji Health Care Society

“The allocation of 50 beds to the South Asian Community at the Yee Hong Ho Lai Oi Wan Centre in Markham was a fantastic start. It allowed the members of our community to access the health care system in a different way. Residents could have the best possible medical care delivered in a culturally sensitive manner ranging from food to spiritual needs.

Momiji 中心的居民為了向頤康的日裔住客祈福，親手摺疊過千隻紙鶴，祝願他們的身體健康和長壽，我們亦藉此向支持Momiji與頤康這項合作的社區團體和人士，表達出衷心的謝意，並期盼繼續增進與頤康的合作伙伴關係。」

Momiji 中心籌款及外展部統籌  
佻法 清

『萬錦市頤康何黎藹雲中心為南亞裔社區提供五十張床位，是一個很好的開始，讓南亞裔社群能夠享用到獨特的健康護理系統，住客們更能在切合文化的居住環境下，在身心上得到最佳的醫療護理。」

南亞裔居民們對頤康提供的專業護理服務均表高度讚揚，使他們感到自豪和有尊嚴，帶來無限的幸福。我謹代表整個社區向頤康中心的成立，和為南亞裔社區提供服務表示深切的謝意。在社區極需要一所提供完善服務的護理設施時，頤康的成立是最適合不過的。加拿大的華裔及南亞裔社區，有著類同的文化背景，而頤康帶領著這兩個社群的合作，將成為未來加拿大促進多元文化的典範。」

頤康中心、頤康基金會董事局成員  
Ben Sennik

The South Asian residents have applauded the overall high standards of the professional care and service provided. They feel a definitive sense of pride, dignity and radiant happiness. The community at large joins me in their expression of deep gratitude for the generosity of the Yee Hong Centre for Geriatric Care to have made this facility available to us. Such a facility was direly needed and could not have come at a more appropriate time. The Chinese-Canadian community and the South Asian community have strong cultural commonalities, and this partnership will serve as a model to be emulated in the Canada of tomorrow.”

[Ben Sennik, Member, Board of Directors, Yee Hong Centre for Geriatric Care and Yee Hong Community Wellness Foundation](#)

“When we were looking to find a place for our Vietnamese seniors, we saw Yee Hong Centre as a model for our new senior home. At the present time, we could not afford to build a senior home by ourselves, but thanks to the help from Dr. Wong and the Yee Hong staff, our seniors can now share the new Yee Hong Centre - Mississauga.

We appreciate the assistance from the Yee Hong centre and look forward to working with Yee Hong to build a centre for our elderly Vietnamese in the future.”

[Ken Nguyen, President, Lac Viet Community Centre](#)

“Until Yee Hong Centre for Geriatric Care formed a partnership with Lar dos Idosos (a subcommittee of the 50th Anniversary – Celebrating Portuguese-Canadians), there were no long-term care or accommodation facilities that catered to the Portuguese community specifically. Yee Hong Centre was the first organization willing to work with our Committee and welcome the Portuguese community by providing culturally sensitive services.

One of our committee members was told by a Portuguese resident that she is living at a five star hotel. This resident wishes that other seniors and families who are unhappy with their present living environment would move to Yee Hong.

The Lar dos Idosos Committee’s goal is to continue with community outreach so that we raise awareness about our partnership with Yee Hong. We hope to eventually see enough Portuguese residents filling a long-term care or accommodation facility so that more culturally appropriate services can be made available to them.”

[Irene Pereira, Member, Lar dos Idosos Committee](#)

『當我們正尋覓照顧越南裔長者的地方時，我們找到護理院的模範 -- 頤康中心。現時越南裔社區並未有足夠資源興建屬於自己的護理院，但慶幸得到王裕佳醫生和頤康職員的協助，我們的長者現已入住密西沙加頤康中心。

越南裔社區非常感謝頤康中心的襄助，並期盼能與頤康繼續合作，讓我們將來能夠自己建立一所專為越南裔長者服務的護理中心。』

[越南社區中心總裁](#)

[Ken Nguyen](#)

『頤康與 Lar dos Idosos (慶祝加國葡萄牙裔社區五十周年紀念小組委員會) 合作前，並沒有長期護理設施能特別照顧到葡萄牙裔社區的需要。頤康中心是第一所機構願意與委員會合作，並以切合葡國文化的服務來歡迎葡萄牙裔社區到頤康。

一位葡裔的頤康住客曾向委員會表示，頤康服務週到，讓她彷彿置身五星級酒店內，她更希望其他期盼改善生活的長者能入住頤康。

委員會的目標是繼續透過社區外展服務，提高葡裔社區對是次與頤康合作的關注和認知，盼望日後會有更多葡裔長者入住頤康，享用到配合其文化的護理服務。』

[慶祝加國葡萄牙裔社區五十周年紀念小組委員會成員](#)

[Irene Pereira](#)





“Yee Hong has established a good reputation as a serious and highly knowledgeable provider of senior care in Toronto. Its reputation goes beyond simply senior care for Chinese-Canadians. Yee Hong has viewed its role in the multi-cultural setting of our great city, and its mission includes Canadians of various ethnic backgrounds, most notably Filipino-Canadians, of which there are over 150,000 in Ontario.

Yee Hong just opened up a new modern senior care facility in Mississauga that provides 25 beds for Filipino-Canadians. This is a development that has excited many Filipinos because of the specialized nursing care that Yee Hong provides, such as Filipino staff, Filipino food and activities that recognizes the Filipino values and culture. The class ‘A’ facility makes it something Filipino-Canadians aspire to for their loved ones. Filipinos who have lived through the Yee Hong experience are satisfied that they are in a home, not so unlike their own home, where love and affection, and special care abounds, and where family and friends are within easy reach daily.”

Armand Rustia, Publisher, IFilipino Magazine

『頤康以提供認真及高水平的長者護理服務，在多倫多建立了良好的聲譽。為配合加國多元文化的背景，頤康跨越加拿大華人社區，將服務範圍擴展至其他加國多元族裔社群，其中包括在安省擁有超過十五萬人口的非律賓社區，隨著頤康服務的擴展計劃因而受惠。

位於密西沙加市的頤康新院，設有二十五張專為加拿大菲律賓裔長者服務的牀位，讓有需要的菲裔長者享用到頤康獨特的護理服務，包括相關族裔的職員、飲食餐單，和迎合其文化背景的活動。菲裔社區對此項計劃反應熱烈，並評定頤康有甲級的護理設施，讓至親得到完善的照料。菲裔住客對頤康的服務亦表滿意，因為職員們照顧有加，讓他們有家的感覺，親友們也因此常到頤康探望，讓生活充滿著愛與喜樂。』

IFilipino 雜誌出版人  
Armand Rustia



## YEE HONG SPIRIT — CULTIVATED FROM WITHIN

With strong trust and team spirit among the Board, staff and volunteers, all members of the Yee Hong community are empowered with a strong sense of ownership and pride, a strong caring attitude and commitment to the Yee Hong philosophy. Led by the role models of dedicated and committed leaders, strong internal buy-in to the philosophy drives the success. This unparalleled sense of satisfaction fuels, and indeed, brightens, every work day.

Starting from multicultural recruitment and continuing with professional upgrading, Yee Hong enjoys a body of culturally sensitive and linguistically proficient staff to provide culturally appropriate care to seniors of a diverse range of backgrounds. The unique approach of care and the comprehensive range of services provided shapes the corporate culture of caring.

To ensure that the programs and services meet the needs of the users, Yee Hong Centre for Geriatric Care communicates closely with community partners and regularly conducts needs surveys. Yee Hong Community Wellness Foundation is committed to raising funds to provide care over and above Ministry standards, as well as to develop new and unfunded programs.

“Being a strong advocate of senior issues, Michael was already an active volunteer for the Chinese Community Nursing Home for Greater Toronto, later renamed as Yee Hong Centre for Geriatric Care. In 1994, his mother-in-law was amongst the first group of residents being admitted to the nursing home. During her four-year stay until she passed away, Michael’s family witnessed first-hand the tenderness and personal care given to their loved one, seeing the staff take her in as their own - this made a great impact and impression on Michael and his family. Now as a retiree, Yee Hong’s expansion to serving a variety of ethnic seniors has reinforced his ongoing desire to support, fully understanding the value of culture for all seniors. As a volunteer driver at the Centre and a familiar face at the Yee Hong Aw Chan Kam Chee Chinese Evergreen Manor, he has been “adopted” by many of the seniors he is in contact with, reinforcing the important role and sense of family the Yee Hong environment fosters. He is greeted with warm smiles and words of wisdom from this adoring extended family. His drive

## 頤康的精神 — 上下一心的團結



頤康的董事會、職員及義工們本著堅毅的信念和團結的精神上下一心，洋溢著無比的自豪和歸屬感，那份熱誠與盡責更是頤康邁向成功的理念。

為迎合來自不同文化背景的長者，頤康特別聘請多元族裔員工，並鼓勵職員作專科進修，而獨有的護理服務和全面的服務範圍，更塑造出護理文化的新一頁。

頤康中心為確保提供最適切的服務，加緊與社區各界團體作聯繫，並定期以問卷調查社區的需求。頤康基金會更積極籌募經費，支持中心提供超越安省衛生及長期護理廳要求的服務，和不獲省府撥助的活動和計劃。

阮淇仲先生是一位資深的義務工作者，早在大多市華人護理安老院（即頤康中心前身）的時代已投身義工行列，阮先生的岳丈母更是1994年首批入住頤康護理院的長者。在她居住頤康的四年間，阮先生及其家人親身體會到，頤康對其岳丈母關懷備至，如同自己親人般親切，使阮家留下深刻的良好印象。現時，阮先生甘願放棄清閑的退休生活，仍孜孜不倦地全力支持頤康。他既是頤康中心的義務司機，也是頤康胡陳金枝松柏新村居民們的好朋友。開朗隨和的性格，一



and passion has not only inspired his children, but his gung-ho, happy-go-lucky personality is infectious. He is a role model to all volunteers and staff that cross his path. As a dear son he is to all the seniors he serves, he is a dear dad for all of us to learn from.”

Amy Chan, Senior Coordinator - Volunteer Management, Yee Hong Community Wellness Foundation, about Michael K.C. Yuen, volunteer since 1987

“In our South East Asian unit, seniors from a wide range of backgrounds interact in harmony, speaking languages and dialects of Tamil, Punjabi, Sinhalam, Hindi, Farsi, Tagalog, Cantonese, Mandarin, Hakka, Taishan, and Chiu Chow, practising different faiths and having various eating habits.

A resident from Iran was very attracted to Chinese food, and whenever she is served the Chinese menu she chose, she smiles and gestures to show her deep appreciation. This goes to show how true friendship and passion travels across all geographical, cultural and linguistic boundaries.

Staff members and residents particularly enjoy the parties celebrating different cultural festivals. In their traditional costumes, the staff members look beautifully passionate. Amidst the food, songs and dances of different cultures, everyone on the floor become united as one family. The joy overwhelms the floor and harmony manifests itself beyond words.”

Crystal Chan, Assistant Director of Resident Care, Yee Hong Ho Lai Oi Wan Centre

“Dan is a caring young man who comes to visit his grandmother in the Scarborough McNicoll Centre and extends his care to Yee Hong’s environment and our common friend – Birdie. He takes care of the centre’s parrot over the weekend. He loans bird books to us and offers to train our weekend staff to alleviate their fear of the bird. The companionship of the two species is a scene that attracts residents on wheelchairs to watch them in the lobby.

張熟悉的笑臉，不單深深感染到其子女對頤康的愛戴，更為頤康所有人員帶來不少歡樂。對於長者而言，他是個無微不至、充滿孝心的好兒子；但對於後輩來說，他更是位備受尊敬、值得學習的好父親、好榜樣。」

頤康基金會義工管理部資深統籌  
陳趙少芳談及自1987年開始服務頤康的資深義工阮淇仲

『在東南亞裔的樓層，儘管有一群來自不同文化背景的長者，操著各種不同的方言，如泰米爾語、旁遮普語，僧伽羅語、北印度語、波斯語、他加祿土語、粵語、國語、客家語、台山語和潮州語，他們也很和諧地生活，並研習相互的文化，嘗試不同地方的飲食習慣。

就像其中一位伊朗裔的住客，入住後被中式食品深深的吸引，每達到了中式餐單的日子，她必對職員報以會心微笑，純真的友誼和愛心，充斥在頤康這不分地域與文化、沒有語言隔膜的舒適生活環境內。

職員和住客更喜歡慶祝不同文化的節日，職員們除會穿上傳統服飾，打扮得維肖維妙，更會安排不同文化的傳





‘Parrots should have some degree of interaction with people – they are social animals, like dogs,’ according to Dan. Yee Hong is a place where social interaction extends across all cultures and even species.”

K.K Fung, Program Coordinator, Volunteer and Advocacy

“Realizing the needs of long-term care facilities and Yee Hong’s commitment to build a centre with multicultural residency, Hasel Dalglish braved herself to speak in favour of our proposal at Town Hall discussions. This silver-haired, confident Caucasian lady was among the handful of non-Chinese that left a deep impression on me. She volunteered not just to bring the campaign’s news to her church in Streetsville, but also to connect Yee Hong with other mainstream groups in her community network. From laying one of the bricks at the ground-breaking of the Mississauga Centre to Walk & Roll to the public information sessions about the new Centre, she has always been with us. She was active in fundraising and participating in our events. Her caring nature for all ethnic groups was evident as she spread the news of Yee Hong Centre to her Japanese client whom she met at her other volunteer activities.

As the Mississauga Centre opened in December 2003, more and more volunteers came to join us. Many residents and colleagues, Chinese and non-Chinese, were gratified that services of these volunteers, young or old, have added meaning to life. It is this reciprocal relationship that binds everyone together. I am confident that Yee Hong will

統美食和傳統舞蹈表演，所有住客就像生活在一個大家庭內，那種喜樂的感覺是難以用言語解釋的。」

頤康何黎靄雲中心住客護理副主任  
陳冰凝

『有一位年輕人Dan除經常到頤康士嘉堡麥瀝高中心探望外祖母，更將他的愛心伸延到我們中心內的鸚鵡上。Dan 每個週末都會親臨中心去照顧鸚鵡，他還會把飼養鳥類的書籍借給我們，更提議義務訓練週末當值的職員，舒緩他們對雀鳥的恐懼感。每當Dan 悉心照料鸚鵡時，坐在輪椅上的住客都會目不轉睛地在旁觀賞。

prosper as this bonding strengthens among all in the Yee Hong community. May we treasure all volunteers' efforts, past, present and future to come."

Winnie Tung, Coordinator, Yee Hong Community Wellness Foundation - Mississauga

"In our centre with a diverse population of different Chinese regions and dialects, we are privileged to have a Taiwanese volunteer for our Friendly Visiting Program. This senior used to volunteer in a hospital before his recent move to Canada. Despite his motion sickness, he drives a long way from his home, motivated by his enthusiasm, to come often to help us out. He has built a close relationship with a few Mandarin speaking residents. Although some residents have trouble remembering his name, the bonding between this friendly visitor and the residents has become so significant that even seeing his face and hearing his voice brightens up the day."

Jenny Wong, Social Worker, Yee Hong Centre - Scarborough McNicoll

"Uncle Lee, Uncle Yeung and Uncle Kalman volunteer at Yee Hong as traffic controllers. Not only does this cross-cultural trio ensure the safe arrival of seniors, it also serves as Friendly Ambassadors of Yee Hong."

Martin Yu, Program Assistant, Adult Day Care



Dan 告訴我們，鸚鵡是懂得與人溝通的動物，頤康舒適安穩的環境，不分國界地生活。」

頤康中心社區教育及義工統籌  
馮國強

『得悉社區對長期護理服務的需求，和明白到頤康矢志提供多元文化護理的使命，來自密西沙加西區的外籍善長Hasel Dagleish，毅然到市政廳表示對頤康興建新院方案的支持，那時我已被她深深的打動。後來她不單把頤康的發展計劃帶到其位於Streetsville的教會內，更致力為頤康與主流社會的社區團體聯繫。從參加頤康密西沙加中心動土典禮、為頤康蓋上磚石、到直至頤康建頤行的活動中、協助介紹新院的資訊座談會，Hasel也常陪伴著我們，支持我們舉辦的各類籌款活動，盡心盡力的義工。她深信愛心無分國界之道，不斷將頤康的護老信息散播給身邊不同族裔的朋友。』

頤康密西沙加中心終於在2003年12月正式落成啟用，日後將會有更多充滿愛心的人士加入義工的行列。所有職員和住客，不論任何國籍，都對義工們無私的貢獻，給予全心的支持。我深信頤康將永遠維繫著這獨特的關係，使義工們獻出的精神和心血不會白費。」

密西沙加頤康基金會籌務統籌  
董黃詠儀



『我們很榮幸在親善探訪服務部內，有一位來自台灣的長者，願為擁有不同文化和語言的人士服務。這位長者最近才遷居至加拿大，以往曾在台灣的醫院內擔任義工。儘管他患有嚴重的動暈症，而且住所距離頤康中心很遠，但他對頤康的熱心，使他克服駕駛長途車的不適，並經常來幫助我們。由於他的文化背景，操國語的住客和他特別熟絡，感情相當要好。雖然年老的住客有時連他的名字也記不清楚，但這位友善探訪的義工，總會利用他親切的笑臉和雄亮的聲音，把住客們逗得不亦樂乎。』

頤康士嘉堡麥瀝高中心社會工作員  
黃麗娥

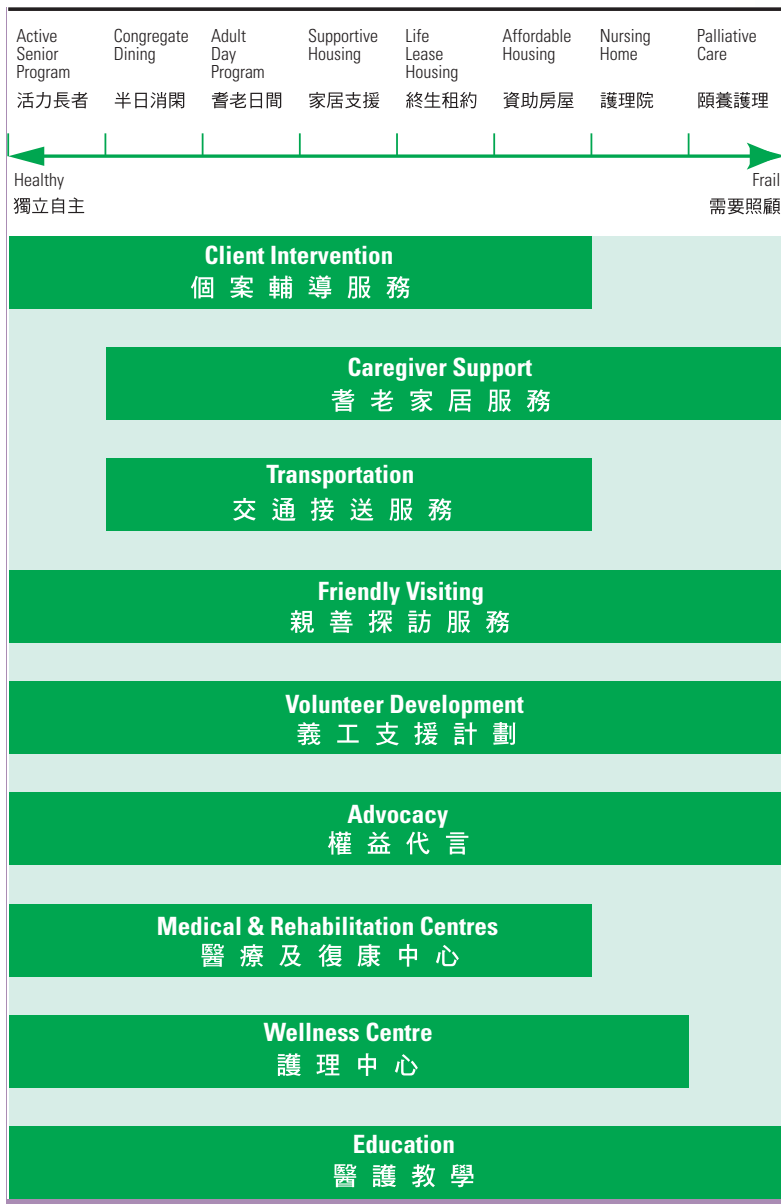
『李伯伯、楊老先生、還有外籍長者莫嘉文伯伯，他們不僅是頤康的住客，平日也在頤康負責指揮交通。他們這個多元文化的鐵三角組合，除了保障到頤康參加活動的長者，每天安全抵達目的地，更是頤康不可多得的親善大使。』

耆老日間服務部活動助理  
余百基

## YEE HONG SPIRIT — COMMUNITY PARTNERSHIP

### Continuum of Care and Services

Continuum of care serves all seniors, ranging from the most independent to the most dependent seniors. It is supported by services at different levels, to suit the needs of different seniors. This wide range of services requires a lot of work in partnership with different communities. With the community involvement, this has changed the definition of a nursing home, from an isolated room to a home where the residents and members of the community interact on a daily basis.



## 頤康的精神 — 與社區緊密合作



### 一條龍服務

頤康為配合長者的需要，特別提供全面的一系列護理服務，照顧長者們健康和社交的需求。傳統護理院的定義也漸漸被改變，從孤僻單獨的病房，演變成一個和諧團結的活力長者社區。

『在過去多年的農曆新年時節，童軍團都會到頤康中心為長者表演舞獅。他們不但讓長者欣賞到傳統特色的活動，同時亦令土生土長的華人青少年對中國文化有更深的認識，和學懂更多與長者相處的技巧。』

多倫多第十一旅童軍團領袖  
李耀華

『感謝頤康醫療中心的醫生與職員們的愛心，當知道母親患上末期癌症時，我頓感驚慌失措，更有點求助無門的感覺。為了妥為照顧母親，於是帶她由愛明頓移遷到多倫多，幸好得到頤康醫療中心李詠欣醫生的協助，將個案轉介給頤康癌症及頤養服務的鄭珉醫生，從而使母親在痛苦中得到慰藉，亦使我們從困厄中得到舒緩。』

鄭珉醫生及他的醫療隊，對我母親的關懷是無微不至的，也為我和家人解除心中的焦慮與不安，每當我們有需要，鄭珉醫生總是不分晝夜、不分作息的第一時間到我們家中為母親治療，直至母親安然而逝。

在此，謹向鄭珉醫生、李詠欣醫生及頤康職員們致謝。』

曾接受頤康癌症及頤養服務病人的兒子 Bill Woo

“As members of a therapy-dog group which visits elders weekly at many healthcare facilities, the volunteers at Caring Canine witness firsthand the importance of the ethnic environment and excellent service provided by Yee Hong. Yee Hong goes to a great extent to match the preferences of each resident participant with the most suitable therapy-dog team, displaying sincere care for its residents in the process. We are also especially touched that Yee Hong has loaned us its facility for our therapy-dog evaluations. This act of community spirit has facilitated new therapy dog programs at other facilities, and it speaks volume about Yee Hong’s leadership in healthcare.”

Irene Fung, Founder and President, Caring Canine

“In the past years, the Scout Troop has performed dragon dance during Chinese New Year for Yee Hong. By providing seniors with this wonderful traditional activity, these Canadian born Chinese scout members also learn more about Chinese culture and improve their communications skills with seniors.”

David Lee, Scout Group Leader, 11 Toronto Group

“I am really grateful to the doctors and staff at the Yee Hong Medical Centre. When my mother was first diagnosed as having terminal cancer, I had to find a family doctor for her in Toronto before I could move her from Edmonton to Toronto. Dr. Joyce Lee and her staff at the Yee Hong Medical Centre were very supportive when I approached them for medical consultation regarding transferring my mother’s medical records. They helped me set up the appointment with Dr. Stanley Zheng at the Cancer and Palliative Care Services at Yee Hong. I knew that my mother would be in good hands from the moment I met Dr. Lee and her staff.

During my mother’s last days, Dr. Zheng and his staff provided on-demand medical services and support to my mother and my family to cope with various difficult situations. The level of support and care provided by Dr. Zheng and his staff has certainly exceeded my expectations. I am very grateful to his consistent response to my calls and requests during holidays and weekends. It is organizations like Yee Hong, caring physicians like Dr. Zheng and Dr. Lee and the dedicated staff that let my mother remain comfortable and happy till the very end.”

Bill Woo, Son of Patient of Cancer and Palliative Care Services



『狗醫生義工隊的成員們，每星期到不同的護理中心探訪耆老，其中包括頤康中心，從中更親身見證到頤康關注多元文化和提供優質服務的重要性。首先頤康會因應參加住客的不同需求，揀選最適合他們的狗醫生，並在過程中悉心照料住客，無微不至。但最讓我們義工隊感動的，就是頤康中心能夠把部份活動空間外借給我們作挑選狗醫生的考試地點，使我們能夠有更多狗醫生為長者服務。頤康無限支持社區團體的精神，致令頤康成為護理服務界的翹楚。』

華人狗醫生義工隊創辦人及會長  
馮郁連

#### 家人參與

為了讓長者更容易適應新生活，頤康積極鼓勵住客和家庭成員，透過居民協會和家庭理事會的定期會議，讓護理院與住客及家屬們有更緊密的聯繫和溝通。

## Resident-Family Involvement

Partnership is also important between the centres and their residents and families. To facilitate communication between the users and the service provider, Yee Hong strongly encourages residents and their families to be involved in their own plan of care through formation of and regular participation in resident councils and family councils.

“With a lot of encouragement and input from the management and staff of the Yee Hong Centre for Geriatric Care – Scarborough McNicoll, the Family Council was officially formed in January of 2004. Together, we foster partnership to work closely to serve our seniors.... We have recommended to the Toronto Region Family Council Network to present a Certificate of Congratulations to Yee Hong’s management and staff to acknowledge and recognize their efforts of achieving “No unmet standards” in 2003 Ministry Annual Compliance.... We believe the Family Council in its first year of establishment has addressed a number of concerns from the family members about their loved ones, in a partnership and cooperative manner without confrontation.

We have established a very good working relationship with the Yee Hong management and service teams. We trust this very good relationship will continue in 2004.”

Raymond Tse, Chair, Yee Hong McNicoll Nursing Home Family Council

## CARE for Nurses Program

Another type of social partnership is realized in the CARE for Nurses Program. Amy Go, Executive Director, Yee Hong Ho Lai Oi Wan Centre in Markham, pioneered a pilot project in the late 1990s to address the shortage of nurses in Canada. Funded by the Ministry of Training, Colleges and Universities, the Creating Access to Regulated Employment (CARE) for Nurses was formed to develop bridge training programs to help skilled immigrants gain speedier access to their regulated occupations.

To date, CARE has assisted over 300 nurses in passing Ontario licensing examinations. Because of this outstanding success, it has received national and international attention. The model was presented at international nursing conferences in Geneva and Australia. Enquiries are coming from other cities in Ontario and other provinces. Identified by Ministry of Training, Colleges and Universities as a “best practice”, CARE is receiving transitional funding from the Ministry to evolve into a sustainable and permanent program.



『全賴頤康士嘉堡麥瀝高中心職員們的鼓勵和建議，家屬會在2004年1月正式成立，主要促進與住客家屬建立更緊密的合作關係…我們更向多倫多家屬會網絡推薦，頒發祝賀狀給頤康的管理層和職員，表揚他們在2003年得到衛生廳「無懈可擊」評級的努力…我們相信家屬會的成立，能夠使住客家人們與護理院建立更密切的關係。』

頤康的管理層和提供服務的職員，與家屬會亦已建立良好的伙伴關係，並將繼續更緊密的溝通。』

頤康潘鑑清護理院家屬會主席 謝仲

## 建立就業橋樑計劃

在九十年代末，萬錦市頤康何黎靄雲中心行政總監吳婷婷，向政府提出加國醫護人員的短缺問題，並建議實行



By developing and facilitating the program, Yee Hong is benefiting from being able to recruit high quality nurses; while the community is benefiting from the opportunity for fair transfer of overseas professional nursing credentials for employment in Canada.

“This is the week, and all other weeks, when we celebrate your commitment at work for the knowledge and skills, patience and compassion, dignity and concern, you give to our loved ones at Yee Hong Centre – Scarborough McNicoll.

Thank you for choosing the nursing vocation and the allied health professions, for you have made Yee Hong the best home away from home for our seniors. You work so tirelessly; you are proactive in your strategies to deliver the best care; you always rise to the demands of formidable tasks such as the SARS crisis last year. We are confident that you will continue to provide a leading role for others to follow. We applaud you.”

Pearl Ang, Daughter of Resident, on a presentation plaque for the Nursing Week of 10-16 May, 2004



一項創新的「建立就業橋樑計劃」(CARE)，培訓護士專才，最後更獲省政府教育廳撥款資助。

到目前為止，CARE計劃已培訓超過三百名護士，協助他們順利通過安省專業認可資格考核試。計劃更在日內瓦和澳洲的國際護士大會中被介紹，引來世界各國的關注，加拿大多個省份亦有意實行計劃。現時CARE計劃每年獲得省政府定期撥助，備受安省教育廳重視。

由於培訓計劃充份彌補醫護人員不足的情況，頤康亦直接受益，得到更多專業的護士為頤康長者服務，而海外的醫護專才亦因而獲得就業的好機會。

『衷心讚揚頤康士嘉堡麥瀝高中心醫護人員們的盡責，無時無刻地對我們至愛的家人施予無限的愛心、耐心和關懷，使他們能有尊嚴的在頤康生活。

感謝你們憑著專業知識和照料，為頤康長者們建立一個在家庭以外的安樂窩。你們永不言倦，永遠鍥而不捨地思考新計劃，為長者帶來最優質的服務，並擁有強烈的使命感，如去年的非典型肺炎事例，經常對長者的起居作高度關注。我們深信護士們會繼續成為同業的學習典範，我們一致表示讚揚。』

節錄於頤康住客的女兒Pearl Ang在2004年5月10至16日的護士周中致贈頤康的紀念牌

## YEE HONG SUCCESS — TOUCHING THE LIVES OF MANY

When all facilities, programs, human resources are ready to roll, the challenge comes before the admission process because of the cultural differences. We had to create a bridge between the polarized concepts of cultures that are less focused on the concept of caring for seniors and those that are strongly committed to take care of seniors at home themselves.

By conducting information sessions and various other educational and promotional initiatives in partnership with these communities, Yee Hong has succeeded in facilitating a better understanding of its vision and programs in families of different cultures. To date, the beds in all our four centres are all filled. With all four long-term care facilities fully operational, our waiting lists have substantially shortened. When the continuum of care and services are fully developed in all four centres, we will be able to serve over 100,000 seniors annually across the Greater Toronto Area, including members of the South Asian, Filipino, Vietnamese, Portuguese, Japanese and other communities.

To support the unfunded programs that make up the continuum of comprehensive services, and to ensure that all services are delivered in high quality and beyond expectations, Yee Hong Community Wellness Foundation has been diligently raising funds in various ways throughout the years. Every cent from the government goes directly into programs and services that directly improve the lives of residents of seniors and their families. Support from the public helps Yee Hong touch the lives of many.



## 頤康的成就 — 造福社群



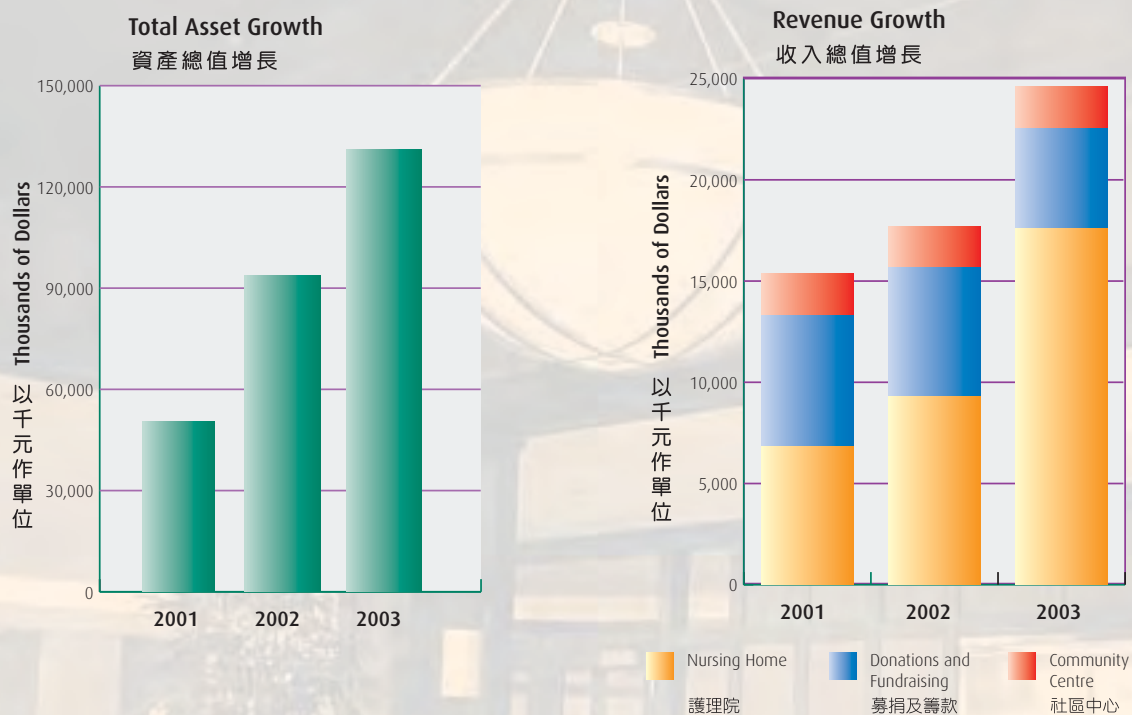
當護理中心正式落成後，職員們便開始為安排長者登記和入住的問題而煩惱，尤其要面對不同文化背景的需求。

我們需要為迎合多元文化的概念和計劃，與切實的護理工作和服務模式，建立一座有效的橋樑，使長者們得到最適切的護理關懷。

為此我們不斷舉辦資訊性講座，並大力宣揚和其他社區團體的伙伴合作，使社區大眾對頤康的設施及服務、和迎合多元文化的使命有更多的認識，提起對頤康的信心。時至今日，四間頤康中心的長期護理床位已順利完成所有入住程序，為大多倫多市的不同社區提供服務，如南亞裔、菲律賓裔、越南裔、葡萄牙裔和日裔等社群，當所有計劃的服務全面運作時，每年將可服務超過十萬人次。

由於政府所撥助的每分每毫，只直接用作資助頤康的基本活動和服務，為確保提供最適切和全面的護理服務，頤康基金會致力舉辦不同的活動籌募經費，用作支持不獲省府撥助、以及資助不足的活動及服務。全靠社區各方不斷的支持和捐助，長者們方能享用更好的服務。





(Thousands of dollars unless otherwise stated) 以千元作單位		2001	2002	2003
Capital Assets	固定資產	35,866	69,660	123,958
Total Assets	資產總值	50,517	93,850	131,158
Debt	債務	15,487	54,037	67,435

Revenue 收入		2001	2002	2003
Nursing Home	護理院	6,837	9,279	17,592
Donations and Fundraising	募捐及籌款	6,482	6,394	4,930
Community Centre	社區中心	2,078	2,040	2,086

"I can only relate our happy experiences with Yee Hong Ho Lai Oi Wan Centre in Markham where my mother has been a resident since May 2003. It is like a home away from home for my mother who is so happily settled in her new surroundings. The staff members, especially the nurses and caregivers, are so courteous, caring and compassionate to their residents. It is my good fortune that my mother gets the best care, love and attention from the staff, 24 hours a day. There is a special wing for South Asian residents staffed by Hindi, Urdu and Punjabi speaking staff members who understand the needs of the residents. It is not an easy decision to make to put your mother in a nursing home, but thanks to Yee Hong and its well trained staff, I don't have to worry about her. I am glad that I have made the right choice. The greatest happiness I get is when I see my mother so happy and content there. While I cannot thank the staff enough, I congratulate those who planned and established this institution and those who are in service. I hope all the persons at present and in the future will continue to be guided by the highest principles in the conduct of its affair."

[Dr. Shahnaz Khan, M.D., Son of Resident, Yee Hong Ho Lai Oi Wan Centre](#)

"The staff members here are very respectful and courteous. They provide high quality care for me and my husband. They have been particularly attentive to my husband when he came back from the hospital, after a fall.

I realize this is not a Portuguese facility, but staff members are making a lot of effort to understand our needs, to make sure that we are cared for to our satisfaction. I am very happy with the respect, dignity and excellent care that I receive from the staff in the Mississauga Centre. I am proud to call this my home."

[Natercia dos Santos, Resident, Yee Hong Centre - Mississauga](#)



『自從媽媽在2003年5月入住萬錦市頤康何黎靄雲中心，我們家庭的生活充滿著快樂的經歷，頤康亦成為了媽媽的另一個家。護士和護理人員都很有責任心，對長者們無微不至，我們慶幸媽媽每天能夠在頤康得到二十四小時、從無間斷的照料和關懷，最讓我們感到興奮的是，中心內其中一翼特別為南亞裔住客服務，職員們皆懂得印度語和旁遮普語，使他們更能提供切合住客需求的服務。我感謝頤康和所有專業的職員們，讓我對媽媽居住在頤康感到毫無顧慮，而且使媽媽每天愉快地生活，同時由衷地感激策劃和建立頤康這完善設施的工作人員，和其他部門的服務人員。期盼將來每個有需要的人士，也能夠得到頤康優質的照料。』

[萬錦市頤康何黎靄雲中心住客的兒子  
Dr. Shahnaz Khan, M.D.](#)

『頤康的職員們都很有禮貌，並提供高質素服務給我夫婦倆，尤其一次我的丈夫因為不小心跌跤，從醫院診治回來後，職員們對我們更加關顧。

我知道頤康雖然並不是全葡萄牙裔的設施，但職員們盡心地迎合我們的要求，使我們感到舒適滿意。我很高興能夠受到頤康密西沙加中心職員的尊重、照顧和關懷，讓我可自豪地說，頤康是我家！』

[節錄於頤康密西沙加中心葡萄牙裔住客Natercia dos Santos在頤康密西沙加中心開幕典禮上的演說](#)

“My mom’s and my step-father’s health conditions were deteriorating last winter and I got very worried. At Christmas, they stayed with me, but they were listless and frail, not interested in making conversations with families or friends.

My parents were admitted to the Mississauga Centre in February this year. Then for Easter, they came and stayed with us for the vacation. Everybody noticed the difference in them, especially in my mom. She was chatty and lively. She joked with everybody and was having a good time. Even my brother who lives in Portugal noticed the difference when he spoke to her on the phone.

The other night I took my mom to bingo. When the announcer shouted the number in Chinese, my mom was actually marking it off on her sheet. I was amazed. I asked my mom ‘Do you understand what they said?’ She just smiled, nodded her head and said, ‘I know, I know’.

To all the staff members of Yee Hong Centre - Mississauga, thank you very much for taking such good care of my parents.”

[Maria Taborda, Daughter of Natercia dos Santos, Resident of Yee Hong Centre - Mississauga](#)

“This afternoon, we all went to the Hall to hear people sing.... I have to bring \$1.00 back next week to pay for these pictures.... See what I’ve got? I made this myself.... I had ice cream at lunch today.... TTC was late again this afternoon. Luckily one of the volunteers sat with me until it came...’ Instead of a conversation between a child and his mom, this was my mom talking to me, after returning from a day of activities at the Post-Stroke Group of Yee Hong Adult Day Program. She was always bubbly when she came home every Wednesday.

Their staff members often seemed to have new ideas every time to keep these ‘kids’ — our parents — entertained. It could be arts and crafts one week and Halloween party the next. Then, it was karaoke time or bingo. Mom constantly brought home prizes from winning games and proudly showed them to us. Occasionally, she would sneak out to the Yee Hong salon to get her hair done. Aside from surprising us with the most updated world news or showbiz gossip she heard from her group, mom was also stunningly informed from attending the Health or Home Safety talks and reading the brochures.

『猶記得去年冬季，母親和繼父的健康每況愈下，使我十分焦慮。雖然他們和我一起渡過聖誕節，身體的虛弱使他們根本沒有興趣與親友們交談和慶祝。

直至雙親在今年二月入住頤康密西沙加中心後，當他們回到家裡慶祝復活節時，全家上下也感受到他們的改變，特別是母親，變得健談和活躍，還常與親友們開玩笑，就連遠在葡萄牙的弟弟，也能從電話交談中感受到媽媽的轉變。

記得有一天，我陪媽媽去玩「冰果」遊戲。當主持人用中文宣佈每個號碼時，媽媽不慌不忙的在號碼卡上將抽中的號碼剔掉。我實在感到十分驚訝，便問媽媽：「你懂得他們在說什麼嗎？」，只見媽媽向我報以微笑，氣定神閒的回答：「我懂，我懂！」

僅此向頤康密西沙加中心所有工作人員，致以最衷心的謝意，感謝你們完善地照料我的雙親。』

[節錄於頤康密西沙加中心](#)

[葡萄牙裔住客Natercia dos Santos的女兒Maria Taborda在頤康密西沙加中心開幕典禮上的致詞](#)



For somebody who had been socially active all her life, being confined to a wheelchair can be very depressing to the senior and harsh on the family. However, the staff members of this program managed to make mom's life more bearable, and indeed, more meaningful, for both of us. Apart from the care and passion, they also showed her a new way of life. There is much more to post-stroke life than sitting in a wheelchair."

Mary M. Lee, daughter of a Post-Stroke Group of Yee Hong Adult Day Program user, Yee Hong Centre – Scarborough McNicoll



『「今天下午，我到禮堂欣賞歌唱表演…下星期帶一塊錢去就可索取照片…」

「你看，這個是我親手造的…」

「我今天吃了冰淇淋，真美味…」

「今天下午接送的公車又遲到了，幸好有一位義工陪我一直等到公車到達為止…」

每次和媽媽聊天，她總會仔細地將當日參加完頤康耆老日間服務的事情告訴我，每逢星期三的中風康復活動後也是那麼雀躍。

職員們總是有無窮的新奇主意，讓長者們投入得像小孩一般快樂。有時候他們為慶祝萬聖節忙過不奕樂乎，有時會自己親手製作手工藝擺設，有時候又會唱卡拉OK大展歌喉，或者玩「冰果」遊戲，贏一大堆獎品回家炫耀一番，有時更會偷偷到頤康的理髮屋裡面打扮，修一個時髦的髮型，又會在晚上向全家人報導活動中聽聞的世界大事和花邊新聞，並會小心提醒家人，在健康和安講講座中提及過需要注意的細節。

對於性格活躍的長者，因中風而要利用輪椅走動，必然讓他們感到情緒失落而影響家人。但頤康的職員們使到坐輪椅的母親，變得更喜悅和樂觀，與家人們相處得更融洽，始料不及的是，現在母親更享受患病後的愉快生活。」

頤康士嘉堡麥瀝高中心耆老日間服務  
中風症康復小組參加者的女兒

Mary M. Lee

## YEE HONG SUCCESS — GOVERNMENT RECOGNITION

After years of dedicated hard work, Yee Hong has earned a solid reputation as a leader of geriatric care. A dedicated team of health care professionals, social workers, support staff and volunteers have contributed to establish Yee Hong's reputation as centres of excellence.

In years 1996, 1999, and 2003, the Canadian Council on Health Services Accreditation, a national body that evaluates the work of hospitals, nursing homes and other health care facilities against national standards of practice, awarded Yee Hong the maximum three-year accreditation, commending Yee Hong for its stellar services and best practices in culturally appropriate care.

An inaugural winner of the Ontario Non-profit Housing Association's Award for Excellence, Yee Hong is also a two-time grand prize winner of the Ontario Long-Term Care Association's Occupational Health and Safety Awards.

With the promised injection of funding into the long-term care industry, Yee Hong hopes to raise the bar in professional standards and service quality, as well as to outreach to more communities that may benefit from our services.

"...this facility is different from the others, it is not just Chinese. Dr. Wong and his group have opened it up... to South Asians, Filipino, and Japanese and it just shows.... I have been in many nursing facilities and in fact my own husband was in one. And I'll tell you the services provided in Yee Hong facilities are second to none, second to none, no question about it."

Her Worship, Hazel McCallion, Mayor, City of Mississauga, excerpted from her speech at Grand Opening of the Yee Hong Centre – Mississauga

"... One of the highlights in my report was the need for us to look at long-term care homes as HOME. This is where our seniors will live and certainly Yee Hong got me with that left, right and centre. Everyone here feels like they are part of the family and certainly living in a lovely home. We also focus a lot on a multi-disciplinary theme and

## 頤康的成就 — 政府的認可



經過多年的耕耘，頤康在耆老護理方面聲譽卓著，成為業界翹楚。驕人成績，全賴一群盡心盡力的護理專業人員、社會工作者、支援員工及義工。頤康分別在1996、1999及2003年，三度獲得加拿大衛生服務評審委員會獎狀，譽為最無懈可擊的星級機構。頤康更是首間榮獲安省優質非牟利屋宇獎項的機構，亦曾兩度獲得安省長期護理協會頒發的職業健康及安全獎。

由於得到政府對長期護理服務承諾的支持，頤康希望在將來能夠不斷超越護理服務行業的標準，將服務伸展到更多的社區內，讓更多有需要的人受惠。

『...頤康這設施十分獨特，它不單屬於華人，王裕佳醫生與職員們更大開中門...服務南亞裔、菲律賓裔以及日裔等社區...我曾參觀很多護理設施，我的丈夫也曾居住在其中一所內，但我可以毫無疑問的告訴你們，頤康所提供的優質服務是獨佔鰲頭的。』

節錄於密西沙加市市長麥孝蓮在頤康密西沙加中心開幕慶典中的演說

『...在我呈交衛生廳的報告中指出，護理院需要給長者有家的感覺。當我參觀頤康時，就像進入了一個溫暖的大家庭，每個人守望相助、互助互愛。在參觀期間我們特別關注頤康所提供的多元化和全面護理服務，而這



that is very much a part of Yee Hong's philosophy. It was very evident when I visited there, it was great. We also focus a lot on resident participation, family participation and community participation, and I must say again, Yee Hong Wellness Centres do all of that."

Monique Smith, Parliamentary Assistant, Ministry of Health and Long-Term Care M.P.P. Nipissing, excerpted from her speech at Grand Opening of the Yee Hong Centre - Mississauga

"This government is committed to ensuring that our seniors are cared for with compassion, respect and dignity. The Yee Hong Foundation shares this commitment. The dream of accommodation for Chinese elders through culturally and linguistically appropriate care homes began more than 20 years ago. Not only was that dream realized but the Yee Hong Centres have expanded and today those served are from many diverse cultural backgrounds including South Asian, Filipino and Japanese. Over the years Yee Hong has touched the lives of so many. It has received several awards and much recognition for its fine work in the long-term care field."

The Honourable Harinder Takhar, Minister of Transportation, M.P.P. Mississauga Centre, excerpted from his speech at Grand Opening of the Yee Hong Centre - Mississauga



正充份發揚頤康精神的理念。此外，我也非常留意到住客及家人參與活動的熱烈程度、以至與社區團體的緊密合作關係，讓我體會到頤康無懈可擊的真正意義。』

節錄於安省衛生及長期護理廳政務助理、及獵城市省議員史密夫在頤康密西沙加中心開幕慶典中的演說

『省政府致力為長者提供更好的照料，讓他們獨立而有尊嚴地安享晚年，頤康亦有著和省政府同樣的信念。為華人提供沒有語言文化隔閡的護理服務的夢想，在廿多年前開始，到了今天，夢想不僅已經實現，頤康中心更將服務伸展到不同文化背景的社區，如南亞裔、菲律賓裔和日裔社群。多年來頤康積極發揮「老吾老以及人之老」的大同精神，讓很多人士受惠，更獲獎無數，成為業界翹楚。』

節錄於安省運輸廳廳長、及密西沙加市中區省議員夏德嘉在頤康密西沙加中心開幕慶典中的演說



## A WORLD OF HARMONY — WHERE A DREAM BECOMES REALITY

The four centres are communities, indeed, homes, where residents, families, day program clients, friendly visitors, volunteers and staff members enjoy each other's company in harmony, across all cultural and linguistic barriers. Apart from the different menus served, interior decoration is designed according to specific cultural needs, traditional festivals are celebrated for different cultures, and employees are culturally sensitive and linguistically proficient to provide the most appropriate care to individuals from various backgrounds.

Under the outstanding leadership of the executive directors, the four centres are staffed with a dedicated, loving and caring multidisciplinary team composing of nursing staff, dietitians, social workers, chaplains, facility and food services staff, physiotherapists, occupational therapists, pharmacists and physicians.

Yee Hong's culturally appropriate care is supported by many programs and activities including gentle care program, fall prevention program, restorative care programs and many therapeutic, recreational, spiritual and social programs. Families need to look no further for the best care for their loved ones, because every aspect of life is well addressed at Yee Hong, and the family will not pay even one cent more to get the comprehensive services and culturally appropriate care provided at Yee Hong, because fees are standardized across Ontario.

“Niche, Sai!”

An activation program assistant was announcing in Hindi and Cantonese to the South Asian and Chinese speaking residents that the card value is smaller than that of the previous one in a popular guessing game.

‘Pulisatham, Yang Chow Chau Fan!’

Both are rice dishes on the menu. One is a favorite of our South Asian, particularly Sri Lankan residents, the other is a popular Chinese fried rice.

At the Markham Centre, residents of Chinese and South Asian origins are very used to the multilingual and multicultural environment. Their participation in activities is

## 和諧的天地 — 夢想成真



四間頤康中心不僅是耆老的社區，更是長者的安樂窩，所有住客及其家人、日間服務的參加者、友善的參觀和探訪者、熱心的義工和職員們，不分種族文化和沒有語言隔閡的和諧地相處。除特別聘請相關族裔的員工，提供切合其文化背景的服務，餐單設計方面亦會有不同的款式迎合各飲食習慣，室內設計皆經過精心研究而切合其獨特文化，並特別安排活動慶祝多元文化的節日。

在多位行政總監的卓越領導下，四間頤康中心均有專業盡責、充滿熱誠和愛心的職員，包括護理人員、營養師、社會工作者、院牧、設施管理、膳食服務、物理治療師、職業治療師、藥劑師和護理醫生。

另外頤康更提供多項配合長者文化的護理服務，包括溫馨護理和康復護理等服務，並舉辦不同的戶外和社交活動，在安省的劃一收費下，繼續為配合住客需求而提供不同的身心治療，享受比普通護理服務更額外、更全面的服務。

「Niche，細！」一位活力長者服務部助理，在非常受歡迎的競猜大小遊戲中，分別利用印度語和粵語向印度裔和華裔住客公佈，剛抽出的號碼卡比上一張卡的數值小。



effortless. The atmosphere is so homelike and so harmonious that it is as if they have been neighbours for a long time. This miniature world shows what multiculturalism is all about: total respect and acceptance of one another.”

Amy Go, Executive Director, Yee Hong Ho Lai Oi Wan Centre

“In the past few years, Momiji Health Care Society, a supportive housing centre for Japanese seniors, responded to the request of the community for a long-term care facility for its aging population. In light of the challenges in building their own long-term care centre, the Momiji Centre explored opportunities of external partnership and approached us for the plan of providing a Japanese unit at the newest Yee Hong Centre - Scarborough Finch. Sharing Momiji’s vision of building a caring community and its philosophy of striving to provide exemplary care to our seniors, the 250-bed facility of the Yee Hong Centre - Scarborough Finch has worked in partnership with Momiji and has designated a unit of 25 beds for Japanese residents.

The partnership has been mutually respectful, beneficial and productive. Cooperation between the Momiji Centre and the Yee Hong Centre are reflected in every stage of the process. Dedication and commitment are evident in promotion, outreach, staff recruitment and program development. The Momiji Centre Board and staff have participated in Yee Hong’s fundraising activities, and vice versa. With the support provided by the Momiji Centre, we look forward to providing quality care for the Japanese seniors, so they can continue to live in comfort and dignity.”

Tilda Hui, Executive Director, Yee Hong Centre – Scarborough Finch

“On our third floor where residents of Vietnamese, Portuguese, Korean, Japanese, South Asian, Italian, Egyptian and other origins live in harmony, a touching farewell scene took place that will stay in the minds of all residents and staff members.

It all happened with the move of a Japanese couple from our centre to the Japanese unit at Scarborough Finch Centre. As excited as they were about the move, they were sad to leave their friends at the Mississauga Centre. Their friends and neighbours of different cultures were happy for their opportunity to move into a culturally specific unit, but were, at the same time, reluctant to see them leave. Aside from organizing a

「Pulisatham，揚州炒飯！」兩種也是餐單上的飯類食品，前者是著名的南亞美食，斯里蘭卡住客尤其鍾愛，後者則是最受歡迎的中式炒飯。

在萬錦市頤康何黎藹雲中心的住客，主要來自華裔和南亞裔社區，因為在多元文化和多國語言的環境下生活而十分適應，參與活動的反應相當熱烈。和諧的氣氛充斥在中心內，使住客們都變得像多年的好鄰居，在這小小的世界中，蘊藏著無限的尊重和接納，充份顯現出多元文化的真善美。」

萬錦市頤康何黎藹雲中心行政總監  
吳婷婷

『Momiji 中心一向為日裔長者提供房屋支援服務，過去幾年由於社區人口日趨老化，日裔長者對長期護理設施的需求亦不斷增大。Momiji 中心為儘快解決當前問題，遂與我們達成協議，提供策劃上的全面支援，使士嘉堡芬治中心內設有日裔樓層。我們很高興能夠和 Momiji 中心一起推動敬老之優良傳統。現在，頤康士嘉堡芬治中心共有二百五十張長期護理床位，其中二十五張專為日裔住客提供適切的服務。

頤康中心和 Momiji 中心合作無間，成效更是相得益彰，兩者從宣傳、推廣、員工招聘和服務策劃多方面均致



力發展，Momiji 中心董事會成員和職員們積極支持和參與頤康各籌款運動，務求兌現向社區的承諾。我們期盼未來能繼續與 Momiji 緊密合作，為日裔長者帶來更優質的護理服務，使他們享受獨立和具尊嚴的美滿生活。」

頤康士嘉堡芬治中心行政總監  
許譚玉文

『我們的三樓就像一個迷你的聯合國大樓，當中有越南裔、葡萄牙裔、韓國裔、南亞裔、意大利裔、埃及裔、和其他不同族裔的住客，但所有長者也能愉快和諧地生活，而其中有一次歡送會的情景，更讓職員們留下很深的感受。

farewell party, the residents also made crafts to present to the couple as going away gifts. As volunteers, staff members, residents and families join the party, Japanese songs were sung and words of appreciation and blessings were exchanged. The moment of heartbreak came when the clock signalled departure time. To each friend, the couple individually presented many paper cranes, on which they had spent nights of work, to wish them health, luck and longevity. Tears were shed as they waved each other farewell.

This is but one incident that shows the bonding and harmony among all residents, families, volunteers and staff members of all cultures. I am certain that this virtue will remain and become the culture of the Yee Hong community.”

Maureen Lynn, Executive Director, Yee Hong Centre - Mississauga

“Hi, pretty girl!” Everyday, I am teasingly greeted by our resident, a 109-year-old Hakka lady, with a big grin on her face. With much excitement, she spends over 10 minutes everyday to share with me her personal stories. Even though I do not know a word of her dialect, I knew she was talking about her daily encounters, her arthritis and her family. We would hold hands, exchange smiles and our eyes would be beaming. I

記得這裡有一對日裔夫婦，在士嘉堡芬治中心的日裔樓層順利落成後，便要遷往那裡居住。這日裔夫婦一方面為著能夠居住在日裔樓層感到興奮，但另一方面卻因為要遷離密西沙加「聯合國大樓」而感到沮喪，他們的摯友和住戶鄰居們的心情更是悲喜交集，住客們為了讓日裔夫婦留下美好回憶，都分別親手製作手工藝小擺設，打算在歡送會當中送給他們。當日所有義工、職員、住客和其家人們也有參加歡送會，並一起獻唱日文歌曲，對日裔夫婦送上無盡的祝福。日裔夫婦為向每位摯友表示謝意，連夜



摺疊了很多日本傳統的紙鶴，在離開時送給每一個參加歡送會的人，祈求他們有好的健康、運氣和長壽，住客們也對這日裔夫婦依依不捨。

離別教人傷感，但看見住客及家人們、以及職員和義工們，雖然來自不同文化背景，但仍能這樣和諧的生活，也叫人感到十分欣慰和歡悅，這樣融合多元文化的生活，將來便會成為頤康的傳統。」

頤康密西沙加中心行政總監  
林慕蓮

『「嗨，美女！」

「這就是在我們中心內，一位年屆一百零九歲高齡的客家籍長者，每天笑著頑皮地逗弄我的開場白。她十分友善，每天更會用超過十分鐘時間，和我促膝詳談自己的經歷和故事。由於她說的是客家話，我基本上也聽不明白她談話的內容，但我們總會握住對方的手，以眼神和微笑作為我們之間的共通語言。每當她說得興奮莫名時，我更會點點頭，並把她的手握緊一點，讓她感到我的關注和興趣，這更成了我用作和其他長者打破言語的隔膜的好方。」



would nod occasionally to squeeze her hands harder from time to time to show my interest. Through body language and our strong bonding, we understand each other beyond words.

This is a common scene in the nursing home.

In the past two years at the McNicoll Centre, I communicate well with residents from different regions of China: Fujian, Hakka, Taishan, Chiu Chow, Shanghai and the Island of Hainan. They speak different dialects, eat according to certain customs, dress for various traditions and live a particular lifestyle. They all communicate in different dialects but everybody understands each other. Harmony is shared by all, because we care about each other, and communicate in a great many ways besides words. The spiritual and emotional bonding among all residents, staff members and volunteers allow their communications to transcend cultural and language barriers.”

Angelina Yau, Executive Director, Yee Hong Centre - Scarborough McNicoll



我在士嘉堡麥瀝高中心的過去兩年，學習到與來自中國不同省份的長者相互溝通，其中包括福建、客家、台山、潮州、上海、甚至海南島。雖然他們全是中國人，但有著他們獨特的方言、飲食習慣、衣著傳統和生活習性。而最有趣的事情，就是他們儘管說不同的方言，也能相互溝通，並清楚明白對方的意思。我漸漸明白頤康長者間的和諧，是從互相的關懷和尊重所產生的，全賴住客與職員和義工們這種特殊關係，方使他們打破在文化和語言上的隔閡，互助互愛的生活。」

頤康士嘉堡麥瀝高中心行政總監  
邱佩珠



## A WORLD OF HARMONY — THE DRIVING FORCES

We cannot help but be touched by the stories related by the Executive Directors of the four centres. While these are the highlights of many of their days, they also face difficult issues day in and day out. Caring for the very frail and sick, as well as those with senile dementia and Alzheimer's disease are as primary as their daily routines.

We are proud to have completed the three new centres with 650 beds, thus shortening the waiting line of seniors. Yee Hong's ongoing challenge is to provide the best level of care to as many seniors as possible so that they can enjoy the highest quality of life. Since most community programs are unfunded, the fundraising goals for Yee Hong Community Wellness Foundation has always been so challenging that they seem unattainable. However, the Foundation staff and volunteers have demonstrated unparalleled efforts and determination and have made the Capital Campaign and all other fundraising activities big successes.

Our hard work is often validated by the amazing support shown by the community. One of the most heart warming examples is the five-year pledge of \$1 million from Mandarin Restaurant. Resulting from the collective effort of both the front line staff as well as the executive management of the corporation, the pledge came through ahead of schedule. This goal-getting spirit is also shared by the staff and management of the Foundation. Foundation's success owes much to the support of staff and management of corporations big and small, international and local.

"The meeting of minds in 1987 in Dr. Joseph Wong's house is now history but what has remained is how the fervor of the ideal senior care has propagated throughout GTA and just may be, even to many corners of the world.

## 和諧的天地 — 發展的動力



四間中心的行政總監道出的真實故事，深深打動我們的心靈，也印證著每天所要應付的不同難題。從關心身體虛弱的長者，到照顧患有老人癡呆症的耆老，已成為他們日常的習慣。

頤康三間新院終於全部落成啟用，並提供更多650張長期護理床位，顯著地縮短輪候入住護理院的時間，但頤康仍需要面對接踵而至的挑戰，繼續提供最優質的護理服務，讓更多長者受惠，安享晚年。

另一方面，社區團體用實際的行動支持頤康，確認我們所付出的努力並沒有白費，其中讓我們感到鼓舞的，就是文華自助餐廳對頤康作出的支持，計劃利用五年的時間為基金會籌募共一百萬元的善款。自籌募計劃開始，文華自助餐廳從前線員工到管理層，全公司總動員集腋成裘，最後成功提早完成整個籌募計劃，這只是各商界支持的一個好例子。頤康基金會能有今天的成就，便是全靠來自不同規模的商業機構，全心全意地給予頤康的無限支持。



『一九八七年，王裕佳醫生與一群滿腔熱誠的朋友，抱有一個提供理想耆老護理服務的夢想，今天我們不單將這變為現實，並惠及整個大多市，甚至於世界的其他角落。

憑藉主席及董事局的悉心領導，我們在短短四年間籌得超過三千五百萬的經費，並先後成功興建三間新院舍。任何參觀過頤康中心的朋友們都對頤康今天的成果讚嘆不絕。在整個過程中，雖然我們常遇到極艱鉅的困難，但支持頤康的朋友從沒有因此而放棄，反而在每次面對挑戰時，都表現出無窮的勇氣。



長者們費盡一生的心力貢獻家庭和社區，我們有見及此，首要為長者提供最適切的護理服務，以達致「老吾老以及人之老」的大同精神，並將此中國傳統美德宣揚到不同族裔的社區。回想頤康剛成立時祇是一所專為華人服務的護理院，時至今日，頤康住客群中分別有來自菲律賓、日本、葡萄牙、越南、南亞和其他的社區。他們把知識和經驗帶到頤康，幫助我們摒除不同文化的差別，凝聚和諧共處的力量。



Anyone who has visited any of our four centres is very often impressed and sometimes awestruck by the amount of dedication that goes into our work. The leadership of the Chair and the Board has inspired us to reach impossible goals: raising \$35 million and completing three new centres within four years. While our 'unreachable' goals were often questioned by friends and foes alike, it seems that there is no battle or challenge too big for Yee Hong supporters to face with courage and hope.

Any society can aptly be judged by how well it takes care of its most vulnerable, especially the seniors. Yee Hong is proud to extend the Chinese tradition of respect for seniors to other communities that share the same philosophy. Although the first Yee Hong was created to assist seniors of Chinese descent, we have been honoured and enriched by our new residents from the Filipino, Japanese, Portuguese, Vietnamese, South Asian and other communities. The experience and wisdom they bring with them teach us the value of community, the bonding that acts as the source of energy to resolve contentious issues, despite cultural differences.

We continue to need you - our volunteers, our staff, our community partners and our donors - to sustain our mission. The enormous success of Yee Hong is intimately tied to your compassion and outstanding effort. Once again, thank you for believing in us. The Foundation looks forward to a productive and challenging year!"

Pauline Tong, President, Yee Hong Community Wellness Foundation



全賴義工、職員、社區伙伴和各界善長們的努力不懈和無限的支持，頤康方可達致今天的成就。謹此再感謝大眾對我們的信心，盼望明年和你們分享更好的成績。」

頤康基金會總裁

湯寶蘭



## THE LEGEND CONTINUES — CHARGING AHEAD INTO THE FUTURE

With 805 residents making the four Yee Hong centres their home, plans of housing, medical, rehabilitation, and wellness programs are being established as an integral part of the new facilities. Yee Hong will continue to enrich its continuum of care and services and extend it to serving more communities. Cancer and Palliative Care Services will also take a giant step to build its own unit at Yee Hong Centre - Scarborough Finch to provide hospice care to cancer and terminally ill patients in their last days. Yee Hong Community Wellness Foundation will continue to raise funds to support these initiatives.

Besides refining the existing programs and raising the bar for service excellence, Yee Hong hopes to share the virtue of caring for elders to all cultures. This ambitious goal will take time and can only be achieved by being a convincing role model and showing how this philosophy benefits communities of all cultural traditions.

Our key to success lies in the Yee Hong spirit, community partnership and social support. The unwavering endorsement of our vision and mission throughout the years is both inspiring and heartwarming. We invite all of our supporters to join us in shaping our history for years to come.



## 傳奇的延續 — 勇闖未來



現已全面運作的四間頤康中心，成為了共八百零五位住客的新家園。而將來在每間中心內，均會建立一所醫療中心、康復中心和護理中心，提供全面的護理及醫療服務，將服務範圍伸展到更多的社區內，癌症及頤養服務亦有前所未見的擴展計劃，計劃在士嘉堡芬治中心內興建獨立的頤養設施，更完善地照顧癌病患者。頤康基金會為使更多社群享用這些優質的服務，會積極地籌募所需經費，務求支持日後所有的發展計劃。

要使擁有不同文化傳統的社群，接納多元文化長期護理的概念，除要付出很長的時間作多方面溝通，頤康亦不斷努力提昇服務水平，希望在護理服務上建立一個榜樣，藉此將敬老護老的信念和展望，宣揚到不同社群中。

職員的努力和管理層的決心，是頤康發展的一大動力，但頤康的成功也需要你們的大力支持。我們誠意邀請您與頤康一起建設將來，在頤康的歷史上留下輝煌的一頁。

# YOUR GIFT TODAY HELPS US FOSTER HOPE AND CARING COMMUNITIES FOR OUR SENIORS

## 閣下今日廣施的恩惠，將是耆老他日分享的善果

**YES! I want to help Yee Hong Centre for Geriatric Care with a pledge per month of:**

本人 願意每月認捐以支持頤康中心：

\$20      \$50      \$100      Other/其他\$ \_\_\_\_\_

**Monthly donation commencing date** 每月認捐開始日期： \_\_\_\_\_

**Number of years** 為期 \_\_\_\_\_ 年

### OR

**A one time donation of** 本人 願意以一次過捐款方式，支持頤康中心：

\$50      \$80      \$100      \$300      Other/其他\$ \_\_\_\_\_

**Donor Information** 認捐 善長資料

Mr. 先生      Mrs. 太太      Ms. 女士

Last name 姓 \_\_\_\_\_ Given name 名 \_\_\_\_\_

Address 地址 \_\_\_\_\_

Apt. 單位 \_\_\_\_\_ City 城市 \_\_\_\_\_

Province 省 \_\_\_\_\_ Postal Code 郵政號碼 \_\_\_\_\_

Tel (H) 住宅電話 \_\_\_\_\_ Tel (O) 公司電話 \_\_\_\_\_

Fax 傳真號碼 \_\_\_\_\_ E-mail 電子郵件 \_\_\_\_\_

**Payment Method** 認捐方式

Please find enclosed my cheque payable to 附上支票，支票抬頭請寫  
“Yee Hong Foundation”

Please charge my credit card: 請用我的信用卡捐款：

Visa      MasterCard

Cardholder's Name 持卡人姓名 \_\_\_\_\_

Credit Card N° 信用卡號碼 \_\_\_\_\_ Expiry Date 有效期至 \_\_\_\_\_

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**I would like to help keep costs down by choosing pre-authorized payments:**

為替 頤康節省開支，我希望用以下自動轉帳形式認捐：

I hereby authorize Yee Hong Community Wellness Foundation to make automatic MONTHLY withdrawals from my bank account or credit card, as indicated. I understand that I may cancel this authorization at any time by notifying the Foundation in writing.

本人授權頤康基金會每月從名下之銀行或信用卡帳戶內提取認捐善款，本人亦可透過以書面通知而隨時終止此項自動轉帳認捐事宜。

I have enclosed a blank cheque marked “VOID” for pre-authorized payment banking information.

附上“VOID”支票一張以供銀行自動轉帳戶口資料。

Donor's Signature 捐款人簽名 \_\_\_\_\_ Date 日期 \_\_\_\_\_ ARGD0904 B  
*Registered charitable organization N° 13143 3666 RR0001*



**Yee Hong Community Wellness Foundation**

頤康基金會

60 Scottfield Drive  
Scarborough, Ontario M1S 5T7  
Tel: (416) 321-0777  
Fax: (416) 321-0778

Mr. 先生      Mrs. 太太      Ms. 女士

Last name 姓 \_\_\_\_\_ Given name 名 \_\_\_\_\_

Address 地址 \_\_\_\_\_

Apt. 單位 \_\_\_\_\_ City 城市 \_\_\_\_\_

Province 省 \_\_\_\_\_ Postal Code 郵政號碼 \_\_\_\_\_

Tel (H) 住宅電話 \_\_\_\_\_ Tel (O) 公司電話 \_\_\_\_\_

Fax 傳真號碼 \_\_\_\_\_ E-mail 電子郵件 \_\_\_\_\_

Our family has multiple donors

Name 姓名 \_\_\_\_\_ Name 姓名 \_\_\_\_\_

Name 姓名 \_\_\_\_\_ Name 姓名 \_\_\_\_\_

Please send only ONE copy to our address.

We wish to continue to receive the annual report next year.



**Yee Hong Centre For Geriatric Care**

頤康中心

### Yee Hong Centre for Geriatric Care

#### Yee Hong Centre – Scarborough McNicoll

2311 McNicoll Avenue

Toronto, ON M1V 5L3

Tel.: (416) 321-6333

Fax: (416) 321-6313

E-mail: scarborough.mcnicoll@yeehong.com

#### Yee Hong Ho Lai Oi Wan Centre

2780 Bur Oak Avenue

Markham, ON L6B 1C9

Tel.: (905) 471-3232

Fax: (905) 471-3223

E-mail: markham@yeehong.com

#### Yee Hong Centre – Mississauga

5510 Mavis Road

Mississauga, ON L5V 2X5

Tel.: (905) 568-0333

Fax: (905) 568-0026

E-mail: mississauga@yeehong.com

#### Yee Hong Centre – Scarborough Finch

60 Scottfield Drive

Toronto, ON M1S 5T7

Tel.: (416) 321-3000

Fax: (416) 321-0034

E-mail: scarborough.finch@yeehong.com

### Yee Hong Community Wellness Foundation

#### Main Office

60 Scottfield Drive

Toronto, ON M1S 5T7

Tel.: (416) 321-0777

Fax: (416) 321-0778

E-mail: foundation@yeehong.com

#### Mississauga Office

5510 Mavis Road

Mississauga, ON L5V 2X5

Tel.: (905) 568-0333 ext. 1860

Fax: (905) 568-9513

E-mail: foundation@yeehong.com

Website: www.yeehong.com