

2020 Annual Report 年報

ありがとうございました

**Serve, Strive  
and Thrive**

**盡心盡力 眾志成城**

謝謝

நன்றி



**Yee Hong Centre  
For Geriatric Care**

頤康中心



**Yee Hong Community  
Wellness Foundation**

頤康基金會

# Message from the Centre

The strength of Yee Hong Centre has been severely tested during the pandemic over the past year. We are emerging with stories of sadness and loss about what could have been but also with deep pride in how we have navigated the past year, how we have dug deep to find the strength and courage to continue providing safe and compassionate care to our beloved residents and clients.

We spent the last year running, rapidly learning and quickly adjusting to mitigate ongoing the uncertainty, risk and impact of the virus. We kept our unrelenting focus and commitment on protecting our staff to maintain compassionate care for our seniors as the pandemic subsided and returned over many cycles. We will look ahead in the new year in solidarity and with hope in our hearts for brighter days for our seniors, caregivers and staff. We are all adjusting to a new way of being.

While the pandemic has been an ongoing threat requiring steady response, our dedication to continuing to advance towards our vision of “Seniors living their lives to the fullest – with independence, health, and dignity” has not wavered. A few of our many accomplishments include:

- Adopting leading Infection Prevention and Control practices and successfully organizing the vaccination of seniors living in buildings we support across the GTA with the support of our hospital, public health and community partners.
- Developing our next strategic plan to define our refreshed vision, mission and values statements, and articulates our strategic focus, directions and goals for the future.
- The opening of Scarborough’s first residential hospice complemented by virtual palliative care programming in the community.

- The founding of Yee Hong Seniors Living by Yee Hong Centre and Yee Hong Wellness Foundation, a new subsidiary to develop additional housing options for seniors.
- Launching two new consulting projects to support other organizations with developing their capacity to build and operate their own long-term care homes.
- Graduating two more classes of Personal Support Workers from the Yee Hong Training and Learning Centre, developing an inter-disciplinary leadership program
- Celebrating as one of “Canada’s Most Admired Corporate Cultures” by Waterstone Human Capital.
- Securing significant infrastructure funding to upgrade our ventilation systems.

Although stress tested this past year, we were able to bounce back and maintain our deep dedication to our beloved seniors and their family members. All of this would not have been possible without our courageous people. Our deepest gratitude to all our leaders and staff – you are the heartbeat of Yee Hong who make everything possible. We are committed to your health and well-being at Yee Hong within a supportive work environment. We share with you our greatest joy in promoting the highest quality of life for our residents, clients, and family members. The support of our partners, donors, funders, and supporters have made all the difference during this challenging time, and we end the past year stronger and more capable than ever.

In the pages that follow, we invite our Yee Hong community to share our journey and celebrate some of our many successes.

December 2020

## 頤康中心獻辭

在過去的一年裏，頤康中心經受疫情的考驗。我們經歷過離別的傷痛，也見證了那份堅韌不拔的勇氣和凝聚的力量，我們亦十分驕傲整個頤康團隊在疫情困境中迎難而上，持續為院友和服務使用者提供安全與悉心的服務。

2020年我們一直在與抗疫賽跑。我們迅速地學習和調整，以面對大流行期間的不確定性以及病毒傳播帶來的衝擊和挑戰。儘管疫情反覆不斷，我們始終保持警惕，並全情投入於保護員工的安全、為院友做好最佳的防護措施，眾志可成城，在新的一年，我們將滿懷希望地與長者、關顧者以及員工們一同前行。

大流行從未動搖我們完成「令長者過著最健康、獨立和有尊嚴的生活」的信念。在這一年的逆境中，頤康中心依然取得了出色的成就，包括：

- 積極採取預防和控制感染的措施，並在醫院、公共衛生及社區合作夥伴的支持下，成功為大多地區，由頤康提供支援服務的長者大廈內的居民接種疫苗。
- 制定新的策略計劃，完善我們的願景、使命和價值觀；重塑頤康對未來的發展重點、方向和目標。
- 啓用士嘉堡第一家居家式臨終關懷院，並開展虛擬善終護理服務。
- 成立頤康松齡雅苑 — 一家由頤康中心和頤康基金會共同建立的新機構，致力於為長者居屋提供新選擇。
- 啓動了兩個新的諮詢項目，幫助其它機構擴展、建立並運營長期護理院。
- 完成了兩屆由頤康專業培訓中心開展的個人護理員課程的培訓，並開始計劃跨學科領導能力培訓課程。
- 榮獲Waterstone Human Capital評定的「加拿大最受尊崇的企業文化」獎項。
- 獲批重要的基礎設施維護經費，用以升級護理院的通風系統。

面對這一沒有硝烟的戰「疫」，我們力挽狂瀾，以專業的技能 and 敬業的精神服務長者與其家人。這份堅守，離不開一群默默付出的頤康人。在此，感謝管理層和所有的員工，你們是頤康的核心力量，也是你們讓這一切成為可能。我們保證將提供一個健康安全、充滿能量的工作環境，並與你們分享為院友、服務使用者及家屬提供優質服務的喜悅。在這一年的挑戰面前，一群合作夥伴、捐贈者、資助者及善長給予的支持使一切變得不同，我們比任何時候都更強大，更有動力。

請繼續閱讀這年報，與我們一同分享更多頤康在過去一年中的成就。

2020年12月



**Anthony Chang 張潮華**  
Interim Board Chair  
Yee Hong Centre  
頤康中心臨時董事會主席



**Dr. San Ng, PhD 伍倩文**  
Interim  
Chief Executive Officer  
Yee Hong Centre  
頤康中心臨時首席行政總監



# Message from the Foundation

We started 2020 with so much optimism. Our signature Dragon Ball benefit gala was a great success, ushering in the Year of the Rat with its usual grandeur. As we found out later, that day in January marked the first confirmed case of COVID-19 in Toronto. And it wasn't long before we were swept up in the pandemic, with concerns and uncertainty of the future.

The COVID-19 pandemic was particularly difficult for seniors. Not only were they more vulnerable to infection and illness, but decades of underinvestment meant that many long-term care facilities were ill-equipped and unprepared for the coronavirus.

But Yee Hong was fully stocked and well prepared, thanks to the unwavering determination of our staff, the steady leadership of our executive team, and the incredible support of our donors and sponsors. We were able to avoid the worst of the pandemic.

Fundraising is difficult in the best of times; in addition to raising our regular obligation to existing centres, we must also find \$450,000 annually for the new Yee Hong Peter K Kwok Hospice, and we were about to launch a Capital Campaign to raise \$80 million of seed money for the building of three new centres. But fundraising during a pandemic? The outlook was worse than we could have imagined. With lockdown and social distancing restrictions, we had to cancel most of our traditional events and campaigns.

It is said that within every crisis lies great opportunity. For the Foundation, this expression has manifested itself in two ways.

The spotlight on the dire situation in long-term care homes during the pandemic brought welcome attention to our needs. Through considerable effort and creativity, the Foundation

pivoted to host successful virtual fundraising events, such as the Yee Hong "Caring Heroes" Online Show last July; the nine-hour Singing Marathon later in 2020 which raised over \$100,000; the virtual Scotiabank Waterfront Marathon; and the Yee Hong A-1 Radiothon which generated a record amount of \$170,000.

COVID-19 is not the only crisis we have to confront. With the aging population trend in Canada, there was already a shortage of senior services. Even before the pandemic, the wait time for a bed at Yee Hong could be as long as 10 years, despite the fact that we are already Canada's largest not-for-profit geriatric care organization.

Recognizing this problem, the Ontario government finally allocated over 20,000 new long-term care licences, including a total of 800 to Yee Hong and its partners in three new developments in Scarborough, Markham and Mississauga. These new beds will double our capacity and reduce the wait time substantially. It is an opportunity we cannot afford to squander.

The pandemic delayed our plans to launch the new capital campaign until 2021, but we know we will need the total support of all levels of government, the corporate sector, and the community. It is a daunting challenge, but with so much at stake, it is a challenge we must accept.

We look forward to returning to pre-pandemic activities, but there is much work to be done before then. We hope you will join us.

December 2020

## 頤康基金會獻辭

最初，大家對2020年寄予了許多的希望。大年初一，我們迎來了農曆鼠年，圓滿舉辦了頤康每年最重要的籌款活動「龍宴」。但隨即我們獲悉多倫多出現了第一宗新型冠狀病毒肺炎。跟著，疫情凶猛來襲，人們陷入了對未來的擔憂和不確定中。

長者是受新冠疫情影響最嚴重的人群。不僅因為他們體弱更易被感染，許多長期護理院在數十年內未獲得翻修和重建的資助，陳舊的設計和護理設備導致疫情失控，病毒快速傳播。

幸而頤康提前作好準備，並儲備了充足的防疫物資。感謝所有員工的堅守付出、管理團隊的穩健領導，以及捐贈者和贊助商的慷慨支持，我們才得以在這場抗「疫」戰中取得顯著的成效。

與此同時，頤康在籌款方面也面臨著前所未有的挑戰。除了每年需要籌集善款支持四家護理院的運作以外，我們還需為頤康郭幼廷寧安中心籌募每年四十五萬元的經費補助。此外，基金會還將發起目標為八千萬元的大型籌款運動，為新建三家護理院籌募啓動資金。但如何在疫情期間突破重圍，籌募善款？這個突如其來的難題令我們陷入窘境。為了防止疫情擴散，省府要求封城並出台社交距離限令，基金會也不得不取消大部分的集體籌款活動。

有人說，每次危機都蘊藏著巨大的機遇。對基金會而言，我們從未停歇，努力在疫情陰霾中奮力一搏，撲捉機會。

新冠疫情在許多護理院肆虐，令長者服務成為人們的焦點。經過一番努力和創新思維，基金會的籌款形式成功轉型。我們將主要精力投入於線上活動。七月，我們舉辦了頤康「真心英雄」線上特別節目；在下半年，我們又首次舉辦九小時網上慈善競唱並成功籌得超過十萬元善款，並參與了豐業銀行虛擬湖濱慈善馬拉松賽。頤康A1電台籌款亦打破籌款記錄，創下十七萬元的佳績。

大流行并非我們面對的唯一困難。隨著加拿大人口老化日趨嚴重，長者服務的需求顯著增長。即使在疫情爆發前，作為加拿大最大的非牟利長者護理及服務機構，頤康中心長期護理床位的輪候時間可長達十年之久。

為了應對老齡化，安省政府終於派發了兩萬張新長期護理床位的牌照，其中頤康及合作夥伴獲批800張床位，將於士嘉堡、萬錦和密西沙加市新增三家中心。如果新護理院建成，頤康的長期護理規模將增長一倍，輪候入住頤康中心的時間也將有所縮短。這次擴展計劃是一個千載難逢的機會。

疫情使這項大型建新院籌款運動的啓動延遲至2021年。在三級政府、企業贊助及社區的鼎力支持下，我們將會竭盡全力面對這一項艱巨的挑戰，達成目標。

期待疫情儘快過去，我們的籌款活動亦能恢復正常。但在這之前，我們仍有很多工作極待完成。希望您能夠持續支持！

2020年12月



**Dr. Joseph Y.K. Wong**  
王裕佳醫生

Yee Hong Founder and  
Foundation Board Chair  
頤康創辦人及基金會主席



**Stephen Siu 蕭顯揚**

President of Yee Hong  
Community Wellness  
Foundation  
頤康基金會總裁



## About Yee Hong

### Vision

Yee Hong will be the model of excellence in culturally appropriate seniors' care.

### Mission

With strong roots in the Chinese Canadian community, Yee Hong enables Chinese-Canadian and other seniors to live their lives to the fullest – healthy, independent and dignified. We provide a continuum of excellent, culturally appropriate care.

### Values

These values are Yee Hong's foundational beliefs and guide our processes and decision making.

**Respect:** We value each person as a unique individual and respect his/her background, beliefs and choices.

**Compassion:** We foster a caring and supportive environment that accepts people as they are.

**Commitment:** We promote dedication in our roles and to the organization's vision, mission and values.

**Excellence:** We promote client centered care, excellence in service delivery and quality of work life.

**Teamwork:** We foster cooperation, collaboration and mutual trust among staff, volunteers and clients.

**Integrity:** We adopt an ethical approach in everything we do.

**Accountability:** We accept responsibility for the resources entrusted to us.



## 關於頤康

### 願景

頤康將成為切合文化需求的長者服務典範。

### 使命

頤康紮根於華人社區，使華裔和其他族裔長者都能過著最健康，獨立和有尊嚴的生活。我們提供連貫性，優質和切合文化需要的服務。

### 價值觀

敬、愛、承、優、團、正、信，是頤康的核心信念，引導我們的發展過程及決策。

**敬:** 我們重視每個人是獨特的個體，並且尊重他/她的背景、信念和選擇。

**愛:** 我們培養一個關愛和支持的環境，接受人們的本質。

**承:** 我們鼓勵頤康社群對我們的角色、機構的願景、使命和價值觀，竭誠投身。

**優:** 我們推廣以使用者為本的護理、優質的服務和高質素的工作生活環境。

**團:** 我們在職員、義工和服務使用者之間鼓勵合作和互相信任。

**正:** 我們採取合乎道德的方式做一切事。

**信:** 我們為託付我們的資源承擔責任。





# Excellence in 2020: A Year of Emotions, Action and Teamwork

## 2020年の卓越成果: 満載感受、行動和团队合作的一年

### Yee Hong Seniors Living created March 2020

At the start of 2020, Yee Hong launched a new subsidiary to create independent living communities for seniors. Yee Hong Seniors Living Inc. will develop, build and operate culturally-appropriate seniors living communities.

A new building will rise next to Yee Hong's Mississauga long-term care home. It will create a campus of care, and provide a new service model under the Yee Hong banner. Comprising close to 500 suites, this will be a major project for Yee Hong, and a source of funds to help support our future growth. Other projects in Scarborough and Markham are next.

This is a momentous step, and you can feel our pride at Yee Hong. Our continuum of services is growing to meet the needs at every stage of a senior's life.

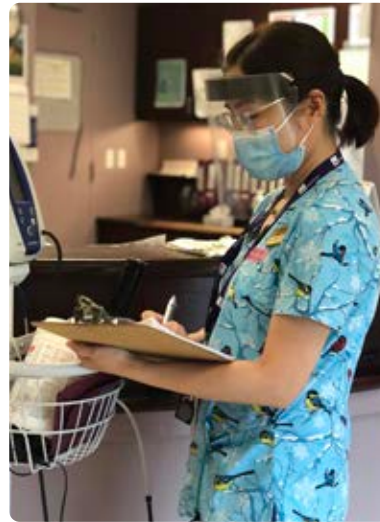


### Yee Hong's response to COVID-19

The first months of 2020 brought fear and confusion. News reports from China raised our concern, and in January we quickly began preparations by ordering extra supplies and enhancing our infection prevention and control practices. We began active screening for all staff, residents and visitors, increased hand hygiene, and expanded cleaning and disinfection of high touch surfaces. By March 16, 2020, long-term care visiting and in-person adult day programs were suspended.

Our preparation paid off when the pandemic's first wave threatened in the spring. Vigilant and determined staff protected our residents and one another from the spreading virus.

Yee Hong created safe and fun replacements for familiar routines and face-to-face services, while our families switched to Video Chat, Zoom groups and regular nursing teleconferences. Almost overnight, Yee Hong implemented online programs to keep our seniors connected. COVID-19 keeps us 2 meters apart, but love and care for our seniors help bridge the gap.



ありがとうございました

謝謝

### Resilient teams and CPS outreach to Yee Hong families

Seniors in the Yee Hong community live all across the GTA. The provincial emergency made them feel further away, so Yee Hong's Community and Professional Services (CPS) went to them.

All through the spring and summer, the team developed new virtual programs and activities to help Adult Day Program clients stay connected and active in their own homes. Grocery delivery, telephone wellness checks, over-the-internet Virtual ADP Program and other online solutions reduced isolation for thousands of vulnerable seniors throughout our community.

### Yee Hong Peter K Kwok Hospice opens November 2020

Yee Hong Peter K Kwok Hospice admitted its first residents in November 2020. Our mission is to provide optimum living for the dying with love, compassion, dignity and beauty. The hospice accommodates up to 10 residents, each in a private room with ensuite bathroom and access to amenities for family, meals and special care.



Yee Hong's residential hospice shows our commitment to broaden our services to meet the emerging needs of aging seniors. We support the last steps of life's journey seamlessly and collaboratively to serve clients from diverse cultures.

Yee Hong's professional team adds volunteers, donors and care partners from other community organizations to provide complete support to each resident's unique needs. We offer multi-lingual and culturally appropriate services to Chinese, South Asian and other ethnic groups. Residents and families living in Scarborough and nearby areas can use the hospice when they meet the admission criteria.



### Corporate culture award; photo spotlight on frontliners

A national award for Yee Hong's "Most Admired" corporate culture confirms our teams are the best in the business.

Waterstone Human Capital believes a healthy corporate culture is an organization's greatest asset. Every year, their national program recognizes best-in-class Canadian organizations. In November 2020, Waterstone declared Yee Hong a winner.

Our workplaces are built on respect, teamwork, open communications, trust, collaboration and accountability. Our tight knit organization enables us to deliver high quality, efficient and sustainable services. During this year of the global pandemic, our teams definitely made the difference for Yee Hong residents!





## 頤康松齡雅苑於2020年3月成立

在2020年初，頤康成立了一家新的附屬機構，為長者們締造獨立生活社群。頤康松齡雅苑公司將會發展、建設和營運切合文化需要的長者生活社區。

一幢新的建築物將坐落在頤康密西沙加長期護理院旁。頤康在那裏將會創設一個長者園地，提供新的服務模式。建築物內將有近500個單位，它將成為頤康的一個重要項目，也將會是一個資金來源，幫助支持我們未來的發展。其它在士嘉堡和萬錦的項目也在計劃中。

這是極重要的一步，我們為此而感到自豪。我們的連貫性服務不斷發展，滿足長者在每個人生階段的需要。



## 頤康應對新冠肺炎



2020年最初幾個月帶來了恐懼。來自中國的新聞報道引起了我們的關注，因此在1月時，我們已開始迫切地作出準備，訂購額外的物資和加強我們預防和控制感染的措施。我們開始積極地為所有職員、院友和訪客進行檢測排查，加強手部衛生，並且擴大了對高接觸面的清潔和消毒。2020年3月16日，長期護理院探訪和親身參與的耆老日間服務都被暫停了。

當第一波疫情在春天來襲時，我們的預備發揮了作用。充滿警覺性及堅守崗位的員工保護了我們的院友和同事免受正在傳播的病毒感染。

頤康開拓了安全而富有創新的項目，來替代傳統的日常服務及面對面的活動；而我們的院友家屬轉用視像通話、Zoom群組和定期舉行的護理視像會議。頤康的網上服務幾乎在一夜之間向未來躍進了十年！新冠病毒迫使我們保持2米距離，可是對長者的愛和關懷跨越了這個隔閡。

## 社區及專業服務團隊 疫情逆境中支援長者

我們在社區裏服務的長者分佈在大多市的不同地區。安省的緊急狀態令使他們感覺更加遙遠孤獨，因此頤康的社區及專業服務主動向他們發送關愛。

在整個春季和夏季，團隊開發新的虛擬服務和活動，幫助耆老日間服務使用者在他們家裏與社會保持聯繫和保持活躍。雜貨送遞、電話安康檢查、網上耆老日間服務以及其它的網上活動，減少了我們社區裏數以千計老弱長者的孤立狀況。

## 頤康郭幼廷寧安中心 2020年11月正式啓用

頤康郭幼廷寧安中心在2020年11月接收首位住客。我們的使命是本著愛、關懷和尊嚴，為末期病人提供有質量的餘暉。寧安中心可容納10位院友，每一個人有私人浴室套間，中心備有可供家人使用的設施，並提供膳食和特別護理。



頤康的寧養院舍顯示了我們為滿足老齡化長者不斷變化的需要而增擴服務的承諾。我們以無縫和協作方式，支援人生旅途的最後階段，服務來自不同文化背景的對象。

頤康的專業團隊加上義工、捐贈者和其它社區機構的護理夥伴，為每位住客的獨特需要提供全面的支援。我們為華裔、南亞裔和其他族裔群體提供多種語言和切合文化需要的服務。士嘉堡及鄰近地區的居民和家庭如符合入住條件，可申請使用寧安中心的服務。



## 企業文化獎突顯前綫人員

頤康憑著「最受尊崇」的企業文化獲頒全國性獎項，印證了我們的團隊是行業內最優秀的。

Waterstone Human Capital 認為健康的企業文化是一個機構最重要的資產。每年，他們的全國性計劃表揚加拿大各行各業的最佳機構。在2020年11月，Waterstone 宣佈頤康是獲獎機構之一。

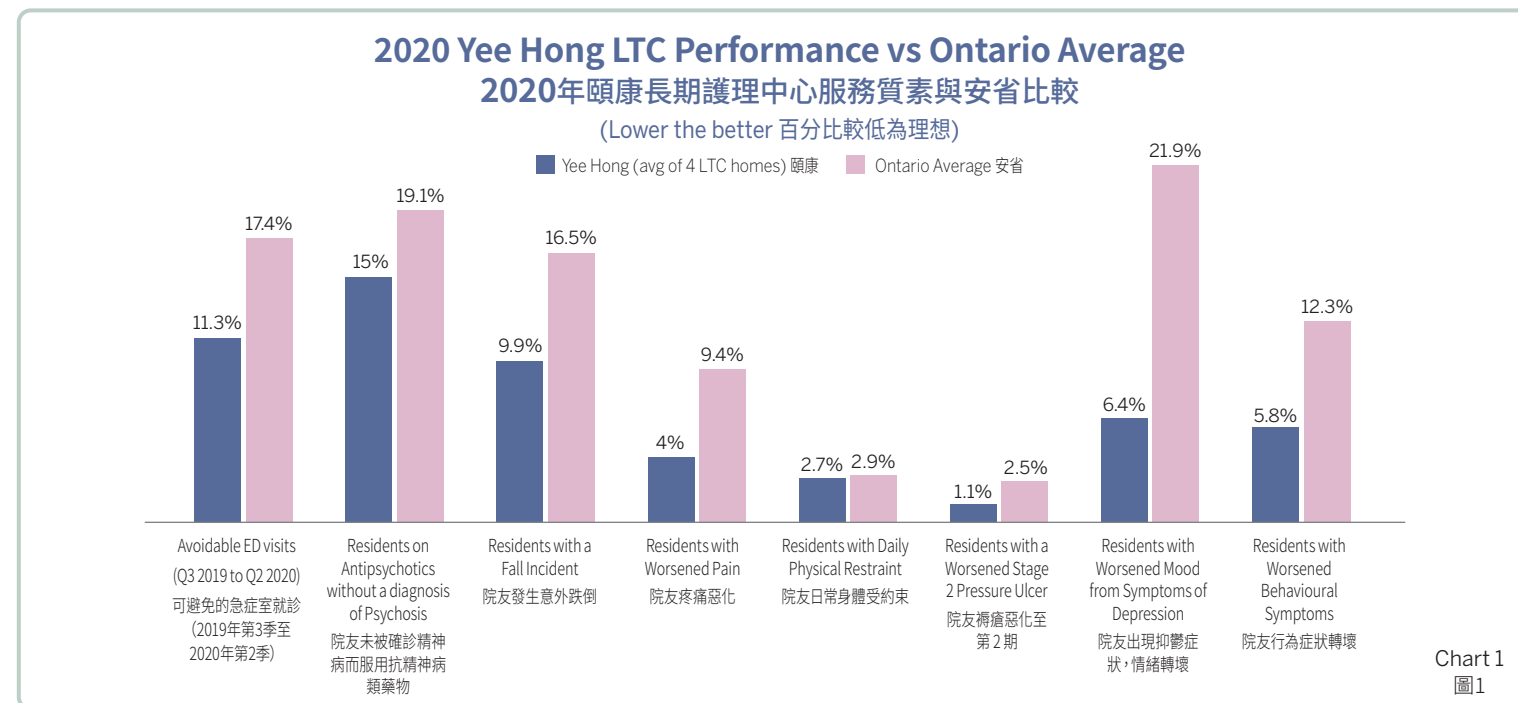
我們的工作場所建基於尊重、團隊合作、坦誠溝通、信任、協作和問責。我們的機構緊密團結，使我們能提供高質素、高效率 and 可持續的服務。在這一全球疫情大流行中，我們的團隊確實為頤康的院友帶來不一樣的體驗！





# Yee Hong's Long-Term Care Performance Indicators

## 頤康的長期護理服務質素表現



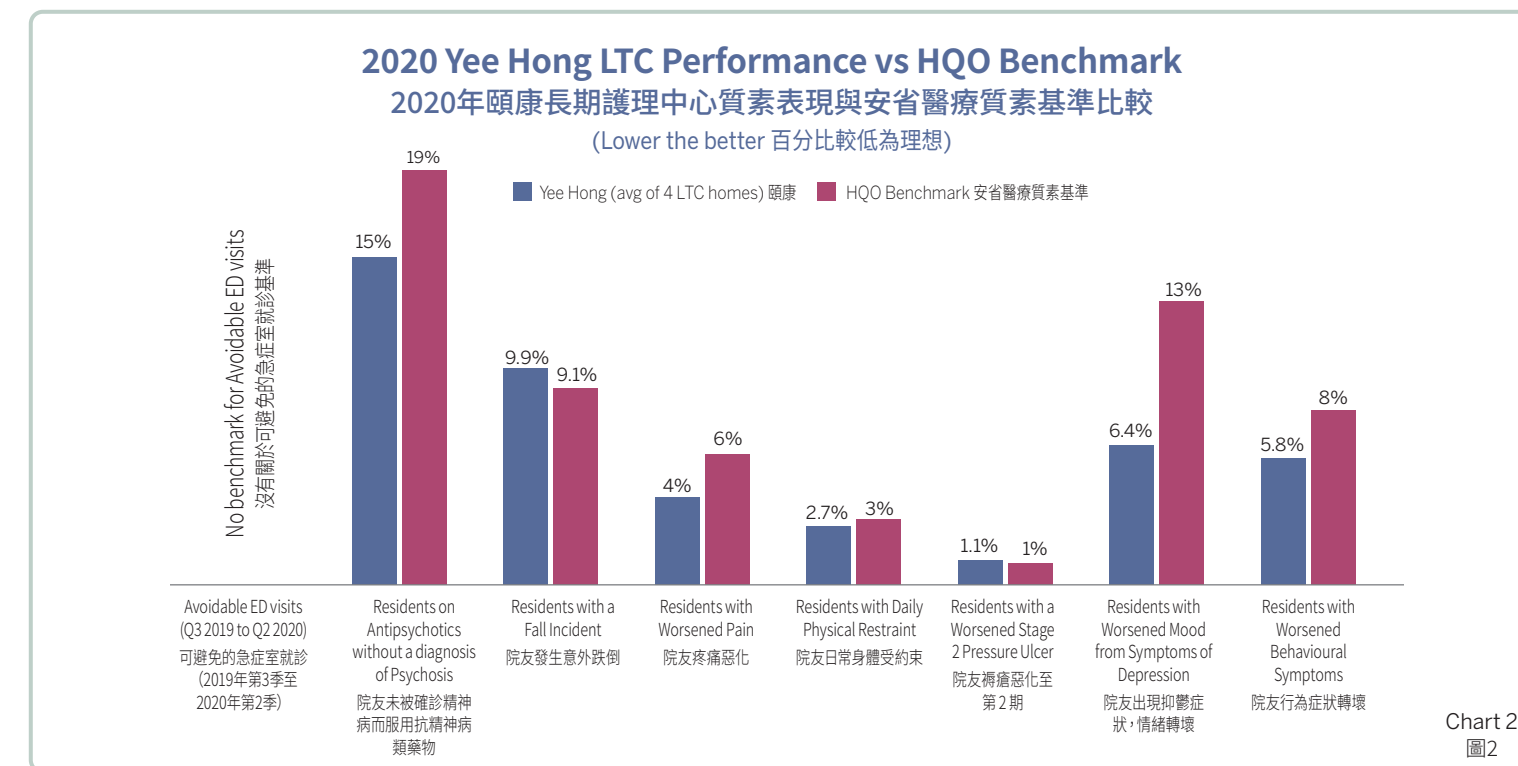
Despite the enormous impact by the COVID-19 pandemic on our physical and mental health, Yee Hong teams have been keeping our seniors and staff safe. At all times we remain focused on delivering high quality services for long-term care residents – a place they call home.

Yee Hong continues to beat the Ontario average in important measures of resident health and wellness.

While Yee Hong's performance was better than provincial averages (Chart 1) in all seven indicators, we are aiming higher in the pursuit of excellence. We compare our performance against Health Quality Ontario (HQO) benchmarks (Chart 2) that are the signals of high-quality care.

What are benchmarks? These are targets an organization like Yee Hong can aspire to achieve. HQO used an evidence-informed process and an expert panel, composed of Ontario long-term care home operators, clinicians and researchers, to choose these Ontario benchmarks. They encourage fair comparison and they represent good resident outcomes and high-quality care.

Yee Hong teams have developed action plans to exceed all seven HQO Benchmarks. Continuous improvement of our service delivery, training and technology improves the quality of care and enhances safety in our Centres, and ensures that we exceed these markers of excellence in the long-term care sector.



新冠疫情對我們的身心均造成巨大影響，縱然如此，頤康團隊一直力保我們的長者和員工安全。我們在任何時候都致力於為長期護理院的院友提供高質素服務。

頤康在全部七個指標中的表現都優於安省平均值(圖1)，且為了追求卓越，頤康定下了更高目標，將我們的績效與安省醫療質素(HQO)的基準比較(圖2)，這些基準體現了高質護理服務。

什麼是基準？它們是一個像頤康這樣的機構渴望達到的目標。安省醫療質素用參考實證的方式，由一支包括安省長期護理院運營者、臨床醫師和研究員組成的專家小組來衡量醫療質素的基準。他們鼓勵公平比較，代表著良好的住院結果和高質護理。

頤康團隊已制訂了行動計劃，目的是超越全部七項安省醫療質素基準。我們在提供服務、培訓和科技方面的持續改善，將使我們各中心的護理質素表現變得更好、更安全，並確保我們的服務超越安省長期護理的卓越指標。

감사합니다

Thank you!

# Yee Hong Foundation Connections with the Community

## 頤康基金會與社區聯繫

### 2020 Fundraising Events 頤康籌款活動

From golf tournaments to garage sales, events of all sizes help support Yee Hong's mission to deliver the best culturally appropriate and culturally sensitive care for our seniors.

With all the pandemic restrictions, fundraising became very difficult. Many of our events and campaigns were delayed or cancelled. Doing nothing was not an option, so we shifted gears to hold virtual events and turned crisis into opportunity.

無論是頤康慈善高爾夫球賽，還是義賣活動，所有這些大大小小的籌款活動都秉承著幫助頤康完成為長者提供最優質、切合文化需求服務的使命。

儘管疫情令籌款困難重重，許多慈善活動被迫取消或延期，但基金會迎難而上，用創新的手法展開線上募款，在挑戰中尋求新機遇。

#### Dragon Ball 2020 龍宴

Our signature fundraising gala was the last “normal” event before the pandemic hit us. The Year of the Rat brought another successful event, raising about \$1 million and delighting our 1,200 guests at the Metro Toronto Convention Centre.

在新冠疫情爆發前，我們成功舉辦了頤康每年最重要的籌款活動「龍宴」。這個農曆新年期間的大型慈善宴會在大多倫多會議中心舉辦，吸引了1,200名賓客的參與，共籌得善款約一百萬元。



#### The 24th Yee Hong Golf Classic 頤康慈善高爾夫球賽

Our annual golf tournament was delayed until October 2020 due to the restrictions of the pandemic's first wave. The tournament was over-subscribed and we had to turn away some last-minute golfers. Held with a limited program and social distancing measures, the event raised almost \$100,000.

由於政府在第一波疫情時實行的抗疫限制令，2020年的慈善高爾夫球賽延期至10月舉行。各位高球愛好者及贊助商踴躍報名，參賽名額提前報滿。球賽在安全的防疫措施下舉辦，募得善款近十萬元。

#### 2020 Yee Hong A1 Radiothon 頤康A1中文電台籌款



Our annual radiothon was affected by the pandemic, even though it is not a participatory event! A1 Chinese Radio was unable to send a mobile broadcast station to Yee Hong Finch Centre as they usually do, and volunteers were unable to help answer donor calls. Still, we were able to raise a record amount of \$170,000.

新冠疫情也使我們每年的電台籌款活動受到影響。A1電台無法像往常一樣，將直播間設在頤康芬治中心，義工亦不能進入護理院協助接聽捐款電話。儘管如此，在熱心善長和社區的大力支持下，我們仍意外地打破了歷屆電台籌款活動的記錄，籌募到十七萬元善款。

#### Yee Hong 9-Hour Online Singing Marathon

#### 頤康九九重陽 網上接力競唱9小時



The 9-Hour Online Singing Marathon held in October 2020 raised over \$120,000, an incredible amount for such an endeavour. Local singers joined celebrities from China, Hong Kong and Taiwan to dedicate their performances to our frontline workers.

十月，來自本地以及中國、香港和台灣的唱將為愛發聲，為這場9小時網上慈善馬拉松競唱活動籌集了超過十二萬元的善款。

ありがとうございました

நன்றி



## “Caring Heroes” Online Show 「真心英雄」網上特別節目

With our regular events cancelled or postponed, Yee Hong pivoted to virtual events with the “Caring Heroes” Online Show in July 2020. The show featured performances from supporters and staff in honour of our frontline workers.

在大部分綫下活動被迫取消的情況下，基金會在七月舉辦了「真心英雄」網上特別節目，藉此對前線護理人員，以及在幕後默默支持抗疫行動的善心人士及義工，表達由衷的感謝。



## 2020 Dragon Raffle 「龍情愛心」慈善獎券

The 2020 Dragon Raffle was our fundraising campaign least affected by the pandemic. Raffle buyers still jumped at the chance to win a brand new Audi A-3 sedan donated by Audi Uptown, and the lack of guests at the Grand Prize Draw was the only major difference.

新冠疫情未阻止大家購買「龍情愛心」慈善獎券的熱情。獎券的大獎為一輛由Audi Uptown捐贈的奧迪A3豪華轎車。由於室內聚集人數的限制，今屆的抽獎活動及頒獎儀式較特別，無法邀請嘉賓來現場參與。

We are also very grateful to receive the love and support, and the donations of Personal Protective Equipment. Thank you for being with us during this difficult time.

感謝在疫情期間給予頤康關心和捐贈防護用品的每一位善長。在這個特殊的2020年，是你們的支持，令我們勇敢前行。



## Silver Ball 銀光月影舞年華

The annual gala showcasing the innovative “I Can Dance” program for Parkinson’s clients also went virtual in November 2020. The weekly dance program continued during the pandemic via online classes to promote active and healthy living.

11月，我們舉辦線上「銀光月影舞年華」活動，為頤康「舞蹈無限」課程籌款。在疫情期間，這一專為帕金森患者開展的課程并未停止，舞蹈老師通過網絡繼續每周為患者及家屬授課，讓他們保持健康活力。





# Donors and Sponsors 捐贈者及贊助商

## Donors 捐贈者

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Global Consulting Solutions Limited  
Seng Family Charitable Trust  
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Floors @ Work  
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Wen Yu

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Yoga Tree  
Young & Young Trading Co Ltd



# Thank You Volunteers 義工們,謝謝您

Yee Hong is blessed to have the dedication and support of more than 1,200 volunteers, who regularly give over 100,000 total person-hours per year. They actively and enthusiastically contribute their time and energy to serve the seniors, playing a crucial role in Yee Hong's fundraising efforts and exceptional care services. It is our privilege to have them as part of the Yee Hong family.

Due to pandemic restrictions, our volunteers were limited to off-site opportunities for most of 2020. These included regular online and phone services; new support programs and services developed in response to the pandemic; and off-site events designed to meet social distancing protocols. Thank you to all our volunteers!

每年,有超過1,200名活躍的義工,累計在頤康服務超過100,000個小時。他們無私地奉獻出自己寶貴的時間和精力,在頤康的各項籌款活動以及服務中擔當著重要的角色。我們十分榮幸有這群熱心的義工加入頤康大家庭。

由於疫情期間的限制令,今年我們的義工無法參與大部分的綫下服務,但他們仍不遺餘力地提供場外支持,包括定期的線上及電話訪問、為在大流行期間開展的網上項目提供支援、以及在安全的社交距離範圍內協助綫下活動等。衷心地感謝每一位義工!



Volunteers at Dragon Ball 2020 (before the pandemic)  
義工在2020龍宴新年慈善晚會合影(疫情前)





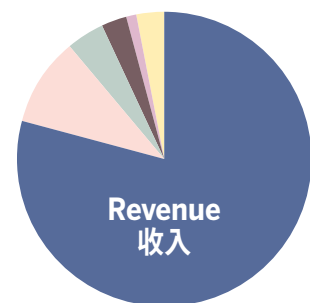
## Financial Highlights 綜合財務概況

2020

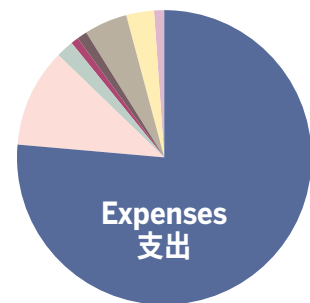
Revenue 收入	
Long-Term Care Homes 長期護理中心	71,429,413
Community Centres 社區中心	8,826,586
Interest and other income 利息及其它收入	3,625,194
Donation and fundraising 募款及籌款	2,382,565
Amortization of deferred capital contributions 遞延資本攤銷	553,284
Life Lease 終身租約	2,840,112
	<b>89,657,154</b>

Expenses 支出	
Long-Term Care Homes 長期護理中心	66,479,022
Community Centres 社區中心	9,115,987
Interest and financing 利息	2,048,914
Direct costs of fundraising 籌款活動	624,327
Administration and communications 行政及宣傳	598,217
Amortization of capital assets 折舊	3,894,522
Life Lease 終身租約	2,321,048
Senior housing development 長者公寓發展	521,662
	<b>85,603,699</b>

Excess (Deficiency) of revenue over expenses 盈餘/虧損	<b>4,053,455</b>
Hospice Fundraising 寧安中心籌款	<b>143,447</b>
Capital Campaign 建院籌款運動	<b>1,135,374</b>



Nursing Homes 長期護理中心	80%
Community Centres 社區中心	10%
Interest and other income 利息及其他收入	4%
Donation and fundraising 募款及籌款	3%
Amortization of deferred capital contributions 遞延資本攤銷	1%
Life Lease 終身租約	3%



Nursing Homes 長期護理中心	78%
Community Centres 社區中心	11%
Interest and financing 利息	2%
Direct costs of fundraising 籌款活動	1%
Administration and communications 行政及宣傳	1%
Amortization of capital assets 折舊	5%
Life Lease 終身租約	3%
Senior housing development 長者公寓發展	1%

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## **Yee Hong Centre – Scarborough McNicoll** 頤康士嘉堡麥瀝高中心

2311 McNicoll Avenue  
Toronto, ON M1V 5L3  
Tel: 416-321-6333  
Fax: 416-321-6313  
scarborough.mcnicoll@yeehong.com

## **Yee Hong Centre – Scarborough Finch** 頤康士嘉堡芬治中心

60 Scottfield Drive  
Toronto, ON M1S 5T7  
Tel: 416-321-3000  
Fax: 416-321-0034  
scarborough.finch@yeehong.com

## **Yee Hong Ho Lai Oi Wan Centre – Markham** 頤康萬錦何黎靄雲中心

2780 Bur Oak Avenue  
Markham, ON L6B 1C9  
Tel: 905-471-3232  
Fax: 905-471-3223  
markham@yeehong.com

## **Yee Hong Centre – Mississauga** 頤康密西沙加中心

5510 Mavis Road  
Mississauga, ON L5V 2X5  
Tel: 905-568-0333  
Fax: 905-568-0026  
mississauga@yeehong.com

## **Yee Hong Centre – Community and Professional Services** 頤康中心社區及專業服務

2311 McNicoll Avenue  
Toronto, ON M1V 5L3  
Tel: 416-321-6333  
Fax: 416-321-6313  
centre@yeehong.com

## **Yee Hong Chinese Evergreen Non-Profit Home** 頤康胡陳金枝松柏新邨

2319 McNicoll Avenue  
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