

榮基的策略路向

- ▶ **知人善任**：聘用有才之人，重用有能之士
- ▶ **品質安全**：服務精益求精，環境舒適安全
- ▶ **栽培領袖**：鞏固行政管理階層，廣納服務經驗，培植可造之材
- ▶ **服務人群**：應社區需求，與時並進，拓展服務範圍
- ▶ **社區支持**：加強聯繫網絡，建立穩固關係，爭取社區支持
- ▶ **有力倡言**：促進頤養事工，作省內長期護理的先鋒，與政府決策者同為倡導



展望未來，邁步向前

大約四年前，榮基釐定了一個策略計劃，作為機構路向的指引，訂出服務的優先次序。目前，我們繼續更新這個計劃，確保榮基順利的邁步向前，並依據我們的優先次序與目標作出各項決策。

由年初開始，一百五十位榮基員工共開了九次會議，員工們根據自己的經驗及護理服務的路向，商討策略計劃，同時定下未來的路向。

接待處的同工李太太表示：「這些會議重新提醒我，什麼是榮基的策略架構和核心價值。我們要把院友的福祉視為最高的目標，管理層又時常提供不同的培訓，協助我們成為最出色的員工。」

長期護理問題解答專欄

長期護理提供哪些服務？

上次通訊我們解答了「何謂長期護理？」，今期我們繼續探討這個題目，解答若你入住長期護理中心，你如何作準備，及你的生活有甚麼改善的問題。

我可以帶些什麼進來？

我們歡迎你從家裏帶來一些有意思的物品，例如家庭照片、棉啟、小型家具等，讓你把房間佈置得親切舒適。如果是一些體積較大的物品，請先通知該長期護理中心，以確保符合規定的裝置標準。

我的生活質素可會改變？

我們會盡量保障及尊重你的生活習慣，請你把你看重及喜歡的事物告訴我們，我們會盡量迎合。

我的家人朋友可以來探望我嗎？

這裏是你的家，歡迎你的家人朋友隨時來探望你。

三餐在哪裏進食？

三餐都是在飯廳裏吃。你若有需要，我們會有人護送你到飯廳，飯後送你回房間。你若病了，不能到飯廳進食，我們會把飯菜送到你的房間。榮基鼓勵你的家人朋友來與你一同用膳。他們可以事先通知，預先付費，來中心與你一起進食，也可以自攜飯菜。如果你有需要，我們也歡迎你的家人朋友在用膳時間來協助你。

你也可要求我們的專業營養師為你作出膳食評估。



我可以參與哪些活動？

我們的康樂治療師設計了多姿多采的康樂活動，幫助你活得更健康，並且可以獨立自主地生活。歡迎你參加日常的運動節目、社交活動、音樂、繪畫、戶外活動等。另外，康樂治療組也會在可行的情形下，協助你參與社區舉辦的大型活動。

我如何得到長期護理？

要取得任何方式的長者安居生活計劃，包括長期護理，都必須要作評估。欲知詳情，或預約評估，請先聯絡你所屬社區的「家居護理計劃」，或者跟你的醫生討論，也可以免費致電亞省健康專線 (Health Link Alberta)，電話號碼是 1-866-408-5465。

我還有很多問題要問，可以到哪裏得到更多資訊？

有關於長者安居計劃的詳細資料，都已登載在亞省政府的網站上，請到 <http://www.seniors.Alberta.ca/> 瀏覽。

長期護理問題解答專欄是為解答與長期護理有關的問題而設。本期我們與你探討什麼是長期護理，下一期通訊，我們將會告訴你長期護理的經費從何而來。假若你有任何問題希望在本欄得到解答，請發電郵至 brendahong@wingkei.org 與 Brenda Hong 聯絡。



Wing Kei News

Chinese Christian Wing Kei Nursing Home Association
華人基督教榮基護老會

Spring 2010
二零一零年春季



榮基獲 650 萬撥款，擴展卡城耆老服務

榮基護理中心最近獲亞省政府撥款六百五十萬元，這筆款項是由亞省社區耆老輔助廳之「耆老輔助生活計劃」(ASLI)撥出，協助榮基在卡城東北的 Greenview 區興建一座「輔助護理服務」新院舍，可容納九十位院友。



榮基董事會主席李英權表示：「我們很高興可以把服務範圍拓展至輔助護理。榮基目前所提供的服務，是向一百三十三位需要長期護理的長者，和八位有安老服務需要的住客，提供與他們文化相符的護理，同時在卡城八個社區內，服務一百七十多位仍住在家中但文化背景各有不同的人士。」

輔助護理服務：適當的地點、恰當的照顧



「輔助護理服務」，是一種按時、按地、按需要，向長者提供的服務，由適當的護理組合提供照顧，目標是讓長者在適切的輔助下，繼續過獨立自願的生活。由執照護士和助護負責每日的輔助護理，並有註冊護士，配合著一整隊專業醫護組，輔助所需之專業服務。

李英權續稱：「我們擅於提供與院友文化相符的長期護理服務，現在計劃把這項專長延展至輔助護理。我們從以往的經驗得知，只要能回應長者對語言、飲食、社交喜好的需求，他們就會活得健康愉快。我們會把這個護理模式用於新服務之中。」

你們的支持，我們的成長

亞省政府給我們六百五十萬元的資助，實在是一個良好的開始，不過，我們還需要一千二百五十萬元，才可以把新院舍建成。榮基正嘗試向政府申請其他的撥款，但仍屬未知之數。最重要的是你們能夠繼續支持，因我們同屬一個群體，我們有同一目標，大家一起為長者的服務而努力籌募。

我們知道，拓展我們的服務領域可以令長者生活得更好，盼望你能助一臂之力，令夢想得以成真！



若你希望得到更多拓展詳情，或作出捐獻，請與外務部 Kathleen 吳太聯絡，電話 403-769-3739，電郵 kathyng@wingkei.org

共慶攜手為夥伴

二零一零年三月一日(星期一)，榮基舉行慶祝晚宴，席間亞省社區耆老輔助廳廳長翟麗安把一張六百五十萬元的支票贈予榮基，作發展輔助護理院舍之用。這是亞省「耆老輔助生活計劃」的其中一筆撥款。

當晚出席宴會的人士，除了翟麗安廳長外，還有社會各界代表。嘉賓包括：

- ▶ 亞省省議員兼省議會副議長高明元先生
- ▶ 亞省省議員科錫啟先生
- ▶ 亞省省議員鮑胡嫻儀女士
- ▶ 卡加利市議員羅高登先生

晚宴主要是與亞省政府共慶攜手為夥伴，榮基有幸與政府、亞省衛生服務署，以及眾多社區團體及支持者愉快地合作，正如董事會主席李英權說：「能夠成為這熱心群體的一份子，實在是我們的福氣，我們滿懷感恩。」

節目預告

榮基籌款晚宴

嘉賓講員：馬健威先生
(現任亞省駐美國華盛頓親善大使，1993-2007 年間，歷任各部門廳長)

日期：二零一零年六月二十五日(星期五)
晚上五時卅分

地點：華埠富麗宮海鮮大酒家

票價：每位 \$275 (其中 \$200 可獲報稅收條)

查詢詳情或購買餐券，請聯絡 Kathleen 吳太，電話 (403) 769-3739，電郵 kathyng@wingkei.org

榮基百萬行 —「家庭同樂日」

日期：二零一零年六月二十六日(星期六)
上午十時正

齊集地點：華埠耆英會

節目內容：10:00 a.m. 開步禮
沿弓河河畔作七公里步行或跑步
11:30 a.m. 至 1:30 p.m. 午餐招待、攤位遊戲、抽獎、魔術表演、卡拉OK 義唱等

籌款目的：捐款者可註明捐款目的

1. 支持榮基護理中心日常運作，或
2. 資助興建「輔助護理服務」院舍

參加表格可親到榮基護理中心接待處、華埠耆英會、或五豐大廈二樓「中信」索取。詳情請與 Kathleen 吳太聯絡，電話 (403) 769-3739，電郵 kathyng@wingkei.org 或瀏覽網頁 www.wingkei.org，請大家繼續支持，齊步同心為榮基。



Wing Kei receives \$6.5 million grant to expand senior services in Calgary

The Wing Kei Care Centre has received a \$6.5 million grant from the provincial government under the Affordable Supportive Living Initiative (ASLI). The grant will help to fund the development of a new 90 bed supportive living facility in Calgary's Greenview community.



"We are very pleased to be expanding our services to include supportive living," says Wing Kei Board Chair Brian Lee. Wing Kei currently provides culturally appropriate care to 133 continuing care and eight assisted living/retirement residents and serves over 170 culturally diverse home care clients.

Supportive living: the right care, in the right place

Supportive living, also known as designated assisted living, ensures that seniors receive the care they need at the right time, in the right place and with the right care team. The goal is to provide health supports so seniors can live as independently as possible. Certified Licensed Practical Nurses and Health Care Aides provide daily care with the direction of a Registered Nurse and supported by an interdisciplinary team.



"We plan to adapt our expertise in providing culturally appropriate long-term care services to the supportive living environment," adds Lee. "Our experiences show us that meeting the language, food and social preferences of seniors benefits their health and well-being."

Celebration of partnerships

On March 1, 2010 at a dinner hosted by Wing Kei, MLA Mary Anne Jablonski, Minister of Seniors and Community Supports, presented Wing Kei with the \$6.5 million cheque.

In addition to Minister Jablonski and an array of community group representatives, guests included:

- Mr. Wayne Cao, MLA, Calgary-Fort and Deputy Speaker of the House
- Mr. Kyle Fawcett, MLA, Calgary-North Hill
- Ms. Teresa Woo Paw, MLA, Calgary-MacKay
- Alderman Gord Lowe, representing the Mayor of Calgary



The theme of the dinner, "Celebration of Partnerships," recognized the partnership Wing Kei enjoys with government, Alberta Health Services and many community groups and individuals. "We are grateful and blessed to be part of this wonderful community," says Lee.

Your support will help us grow

The \$6.5 million we received from the Government of Alberta is a good start and we need another \$12.5 million to make the building a reality. While we will be seeking additional government grants and financing, we are also seeking your financial support and contributions, as members of our community and supporters of seniors care.

We know we can make a difference to seniors by expanding our services—we hope you will help us to make it happen!

To find out more about this project or to make a donation, please call Kathleen Ng at (403)769-3739, or email kathyng@wingkei.org



Wing Kei's Strategic Directions

- **Recruit and Retain:** Secure well-trained staff who are recognized for their work and contributions
- **Quality and Safety:** Continue to provide excellent, quality care at the Wing Kei Care Centre
- **Build Leadership:** Continue to grow and gain experience as an administrative/management team
- **Grow to Serve:** Expand services and programs to meet community demands and to broaden the scope of the organization
- **Community Supports:** Further engage the community by building strong relationships and gaining broader community support
- **Strong Voice:** Be an advocate in relevant provincial long term care organizations and with decision-makers provincially and federally



Looking to the future: moving forward with purpose

Almost four years ago, Wing Kei developed a strategic plan to guide the direction of the organization and identify priorities. We are now refreshing this plan, to ensure we are moving forward and making decisions based on our priorities and goals.

Since the beginning of the year, nine strategic planning sessions have been conducted with 150 Wing Kei staff. During the sessions, staff discussed Wing Kei's strategic directions in light of their experiences and trends in seniors care.

"These sessions reminded me of the Wing Kei strategic framework and our core values which put residents as our top priority. The management team makes sure to equip us to be the best staff we can be," says Marina Lee, Wing Kei receptionist.

Mark your calendar: A weekend of fun in support of Wing Kei

Wing Kei Gala

The annual Wing Kei Gala will be held on Friday, June 25, 2010. This year's keynote speaker is Mr. Gary Mar, who is Alberta's Envoy in Washington, DC. In this position, Mr. Mar represents Alberta's interests to American policymakers and seeks opportunities for the province.

Prior to this, Mr. Mar was an MLA from 1993 to 2007, serving as Minister of International and Intergovernmental Affairs, Minister of Health and Wellness, Minister of Learning, Minister of Environment and Minister of Community Development.

The Gala is a popular event and a wonderful opportunity to connect with others who support Wing Kei's mission and vision. This year, funds will be used towards the development of Wing Kei's new supportive living facility.

Tickets are \$275—you will receive a tax receipt for \$200, which will be a donation to the Wing Kei Affordable Supportive Living Centre. To purchase tickets, please call Kathleen Ng at (403) 769-3739 or email kathyng@wingkei.org



CONTINUING CARE FAQ

What services are offered in long term care?

This month's FAQ further explores what residents can expect when they are admitted to a long term care centre. If you have questions you would like answered in future columns, please email Brenda Hong, Administrative Assistant, at brendahong@wingkei.org

What can I bring with me?

You are welcome to bring special items from home such as photos, blankets and small furniture to make your room homey. Please check before bringing in larger items to ensure they will fit and meet required standards.

Will my quality of life change?

We will support your quality of life as much as possible. You can help us by letting us know what is important to you and what you enjoy.

Can my family and friends visit?

This is your home. Your family and friends are welcome to visit you often and at any time.

What about meals?

Meals are served in a dining room. Assistance getting to and from meals will be provided as necessary. If you are too ill to eat in the dining room, your meal will be brought to your room. At Wing Kei, we encourage family members and friends to join you for meals—they may pay for a meal

at the Centre or bring their own. Your family and friends are also welcome to assist you at meal time if needed.

Assessment by a professional dietitian is available if required.

What kinds of activities can I participate in?

Therapeutic Recreation staff offer many enjoyable activities to promote your wellness and independence. You can participate in exercise programs, social gatherings, music, art, outdoor activities and more. Therapeutic Recreation also offers opportunities for you to participate in appropriate events in your community.

How do I access long-term care?

You must have an assessment in order to access any senior's living option. For information or to book an assessment, contact the Home Care Program, talk to your doctor or call HealthLink Alberta toll-free at 1-866-408-5465.

I have more questions—where can I get more information?

Information on all seniors living options is on the Government of Alberta website at <http://www.seniors.alberta.ca/>

Annual Walkathon

The annual Wing Kei Walkathon will take place on Saturday, June 26, 2010 from 10 a.m. to 1:30 p.m. at the Calgary Chinese Elderly Citizens Association (111 Riverfront Avenue S.W.)

An impressive \$900,000 has been raised in total in the nine Walkathons that have been held annually since 2001. These funds have been used to purchase health care equipment and to support capital costs. This year, donors can earmark their donations to support quality

enhancements at Wing Kei or to contribute to the development of Wing Kei's new supportive living facility.

As always, the Walkathon will be a family event, with opening ceremonies and a scenic walk along Bow River, family picnic, game booths, magic show, karaoke, and great prizes for those who qualify for prize draws. Please come and join us! Pledge forms are available at the Wing Kei Reception, Calgary Chinese Elderly Citizens, and CCM (2nd Floor, 108 - 3 Avenue S.W.). For details, please browse the Wing Kei website at www.wingkei.org, or contact Kathleen Ng at (403) 769-3739 or email kathyng@wingkei.org

