



Staff Christmas Party and Townhall Meeting

Our staff Christmas lunch party was held on December 6th at Sutton Place Hotel downtown. 85 staff members and guests dressed up and enjoyed the buffet. 20 staff members won surprising prizes from the lucky draw. We took pictures capturing the happy moments together.

A townhall meeting will be held on December 14th. This is going to be our first townhall meeting. All staff members are welcome to attend. This is a great opportunity for staff members to share their feelings with and provide comment and feedback to the management.

Food Services Survey

Edmonton Chinatown Care Centre is currently conducting a Food Services Survey. A questionnaire is designed to collect comment and feedback from residents, visitors and staff members on food quality and services. The survey asks for comment on taste, appearance, temperature, portion size of food, service and cleanliness. Please feel free to complete and return the questionnaire. All comments and feedback will provide valuable information for our service improvement.

Cheong-sam Fashion Show

A volunteer group made a colorful and surprise visit to the Edmonton Chinese Seniors Lodge on November 25th. Volunteer members include doctors, nurses, DJ, financial advisors and all walks of life. This was their first time performing the Cheong-sam fashion show at the Edmonton Chinese Seniors Lodge. The residents were delighted with the exhibition of different styles of Cheong-sam. In addition to the fashion show, there were also dancing and singing performances.

員工福利：聖誕午餐派對和溝通大會

好事雙臨：12月6日中午12點在 The Sutton Place Hotel 華埠舉辦了一場歡樂的聖誕午餐，共有85名華埠員工和家屬盛裝參加，享受到了一場豐盛的自助大餐，其間，20名員工通過抽獎贏取了驚喜獎品。大家拍照留念，並感恩：這是一場走心的餐點。

另外，12月14日，我們將首次進行 Town Hall meeting。首先，我們將通過廣播召喚願意參加的員工來到現場，我們將面對面聆聽和交流大家對當前現有工作的建議和心聲。建言獻策，請不要錯過溝通的時間。

食物調查進行中

華埠護理中心正在進行一場膳食服務問卷調查，通過此問卷旨在提高服務質素，為賓客和員工提升膳食的體驗。這些包括對食物的味道、外觀、熱度、份量、服務態度以及環境清潔等方面的了解和問訊。歡迎您在用餐後，留下自己的珍貴意見，這些都會為我們提供更好的服務打下基礎。

愛城旗袍俱樂部佳麗志願者為華埠奉獻精彩演出

11月25日下午一場由愛城旗袍俱樂部的佳麗們義工奉獻的旗袍秀在安老院精彩上演。82位老人舉致勃勃地欣賞了這美麗的旗袍表演。這支義工隊是由醫生、護士、電台主播、理財顧問等白領麗人們利用業余時間組建而成的，至今參與了愛城諸多大型活動表演。這是他們第一次到安老院為老人們進行表演，老人們欣賞到了《下揚州》、《小城故事》、《梨花頌》，等旗袍秀展示，韻律操表演。另外還有愛城著名女歌手宋杰女士的精彩獻歌。



Greetings from the CEO Betty Wills

Hello everyone, this is my first official message to you as the newly appointed CEO of Edmonton Chinatown Care Center (ECCC). It's been 6 months since I have had the pleasure of walking through the doors to take on the interim CEO position at ECCC, and I would like now to officially introduce my role to the Continuing Care Sector across Edmonton and Alberta.

I am humbled, proud and honoured to be able to contribute to the cause as we pursue our mission to provide excellent and innovative services to achieve healthy aging for Chinese seniors in Edmonton. I firmly believe that the main component to achieving our goal is your incredible support, whether as dedicated volunteers, staff or advocates for our seniors. Thank you for all that you do to help ECCC and delivering exceptional and safe care to advance care to Chinese seniors in Edmonton. Finally, I must also thank the support I received from the Hong Lok Board of Management. Together, we work collaboratively with our community partners to take ECCC to new heights. Thank you again for your continued commitment to ECCC and our mission. I look forward to working with you all.

The new values of Edmonton Chinatown Care Center

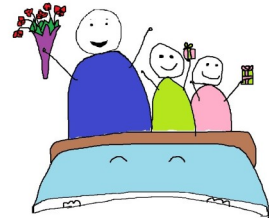
I hope that by now, you are all aware that we have adopted Alberta Health Services' values since my arrival to ECCC. The five values – Compassion, Accountability, Respect, Excellence and Safety are at the core of our care provision. They inspire, empower and guide how we work together with residents, families, volunteers and each other. These values are embraced by all staff and we also have a poster design to showcase these values with the help of Kyle Scott – an illustrator from Vancouver. We are very excited to show his design to you and hope that you incorporated these values when working with the residents, families and each other.

來自新行政總監 Betty Wills 的問候致辭：

大家好！這是我被任命為愛城華埠護理中心的行政總監之后第一次發出的正式通報。自從邁進大門的那天到現在我做為臨時行政總監已經榮幸地和大家在華埠一起工作了六個月，直到今天，我可以正式向亞省與愛城的持續護理行業介紹我自己了。我是謙卑地、自豪地和光榮地，去和大家一起繼往開來華埠的歷史使命——用卓越和創新的服務為身居愛城的中國老人實現“健康老龄化”。我堅信，我們這一目標的識現，與每個人的共同努力密不可分，不論是志願者、職工或獻身於華埠養老事業的所有人。感恩所有每一個幫助過華埠，並傳送令人驚嘆的高品質安全護理服務給愛城中國老人的您。最后，我必須感謝康樂理事會管理局對我工作的大力協助。來，讓我們團結起來和社區的摯友們，一起去把華埠推向一個歷史性的嶄新高度！再次感謝你們大家對華埠和我們共同使命的堅持恆久的努力。我期待著和你們所有人一起工作的那一天！

華埠護理中心新升級的護理價值觀

這五大新的護理價值觀包括：同情心，責任感，尊重，卓越，和安全。這五大價值觀，也是我們護理的核心所在。它們會啟發、影響和指導我們如何對住客、家屬、志願者以及彼此之間共同工作。這些價值觀體現在我們所有人的日常工作中。我們還有一個新的護理價值彩圖即將馬上設計完成，感謝這位來自溫哥華的志願者視覺師—— Kyle Scott。我們熱切期待著這張新設計圖的精彩亮相，也希望每個人用自己的實際行動來展現出這些新的價值觀，給我們的住戶、家人和彼此。



New Beds Arrival

Edmonton Chinatown Care Centre has been replacing the old bedframes with new ones since July of 2017. Our new Ultra Low Bed can help reduce the risk of entrapment and fall. According to a research study by Health Canada, the old model hospital beds can pose the risk to residents' health and safety with 1) bed entrapment, i.e. person's limbs, head, neck or chest got caught in the tight spaces around the bed rail, and 2) fall, i.e. person can be injured by falling from bed at a certain height. Although those incidents are rare, but there are always risks associated with those old models. It is too great a risk to ignore. Recently a 92 year old person in Ontario died from bed entrapment. After careful studies, Edmonton Chinatown Care Centre determined to purchase new bedframes for safety measures. Life and safety is always our first priority. We are seeing good results from the new bedframes. For those residents who are using the new ones, it is much convenient to use, and most importantly the rate of fall incidents has dropped. Very soon all the old bedframes will be replaced.

News: Action of Kindness

Edmonton Chinatown Care Centre is donating 50 old bedframes to a hospital in Somalia and the remaining of 28 bedframes to local organizations and people in need.

News: Help the Homeless

The Social Committee donated \$300 to Hope Mission, a local charity that provides care and assistance to the homeless people in Edmonton.

Getting Ready for Accreditation

Edmonton Chinatown Care Centre is preparing for accreditation in January 2018. This is to ensure that our centre is meeting the standards of Accreditation Canada and to help our centre to maintain good quality of care to our residents.



ACCREDITATION CANADA
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Driving Quality Health Services

新的護理床入駐華埠護理中心

從今年七月起，華埠護理中心就陸續開始更新換代了新的功能床，名叫“ULTRA LOW BED”，它的功能和好處是大大降低了摔倒和安全事故。據 HEALTH CANADA 的調查顯示，原來的普通床有兩點令人擔憂的潛在安全隱患。其一，在扶手和床墊之前的空間夾人事故，不僅帶來身體傷害，甚至導致死亡；其二，高床位的摔倒隱患。雖然這些事故的發生率極低，但是安全隱患始終存在，一旦發生，惡果難以承擔。華埠護理中心在進行了系統地調查研究后，特別地是近期一宗安省發生的92歲老人被床鋪誤夾死亡案件，更加堅定了更換新床的決心。雖然床鋪價錢遠高於普通床位，但是面對生命，安全是重中之重。至今，華埠的床位在陸續更換中，通過不斷回收的反饋來看，摔倒事故發生率有所降低，老人使用便利。此項工作仍在進行中。

新聞動態：華埠善舉

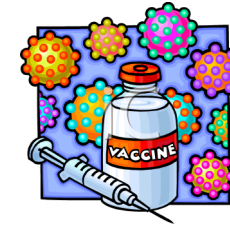
華埠護理中心捐贈50張替換下來的床給索馬裡，另外有30張床捐贈給愛城當地組織。

新聞動態：慈善捐助

華埠的社交委員會捐贈300元給當地的收容流浪者相關組織（HOPE MISSION）

全力以赴：2018年1月籌備衛生局對華埠的醫療水準鑒定

現在華埠護理中心正在積極準備 2018年1月即將來到的AHS系統對我們的醫療水準鑒定一事。



CODE GREEN: Fire Drill

On November 15th, a fire drill was conducted at the Edmonton Chinatown Care Centre. The drill lasted for 12 minutes. Fire Marshal, Paul Bishop, from Fire Resue Services came and monitored the evacuation process. Before the drill, a meeting was held on November 9th to ensure the drill is properly prepared. On the day of fire drill, all attending staff and volunteers responded to a fire break out scenario and safely evacuated residents from the fire location in 8 minutes. CEO Betty Wills emphasized that safety always comes first and fire drill should be conducted once a month instead of once a year. Staff of day and night shifts should get the opportunity to participate fire drill.

Influenza Immunization

As the best defence against influenza infection and illness in time of the influenza season, Edmonton Chinatown Care Centre started influenza immunization for staff members and residents in mid October. So far, 95% of residents and 82% of staff have received the immunization. Every resident and staff member are strongly recommended to receive influenza immunization. Please contact our Registered Nurse for information and booking for immunization.

Influenza Prevention Booklet

Edmonton Chinatown Care Centre recieved copies of “Coughs, Colds, Sneezes & Germs” education booklets in English and Chinese languages. Staff and residents' families are welcome to take a copy at the reception. There are also illustration of proper hands washing posted in restrooms to provide guidance to residents, family members and staff.



CODE GREEN: 今年十一月火災演習圓滿落幕

2018年11月15日一場消防演習在華埠正式開始。整個過程歷時12分鐘，首席指揮官是來自愛城火災和救援中心的消防教官Paul Bishop。此次演習正式開始前曾於11月9日開展了預備會。演習當天，由志願者分別扮演可行動和非可行動的住客。在這場演習中，護理人員發現警情，並迅速找出燃火點，進行全員有序疏散，並同時安全轉移殃及的住客。CEO Betty,特別指出安全性永遠是第一位，火災演習應該從每年一次調整為每月一次，下午班和晚班的職工也應該參與其中。

今年流感疫苗的最新注射進展

今年入秋后，注射流感疫苗工作如往年一般在華埠立即展開。在註冊護士的辛勤工作下，不僅老人，全體職工也深刻理解到注射疫苗的對於預防感冒，增強身體免疫力的重要性。至今，95%的老人已經完成注射；82%的職工也完成注射。此項工作仍在繼續推進中。請大家抓緊注射。

教育新聞：關於感冒和預防的彩頁宣傳冊全部到位

華埠最新購進千余份雙語版本的彩色宣傳頁，關於感冒預防的《Coughs,Colds, Sneezes, \$ Germs》，《是否需用抗生素？》《洗手的正確示范》英文、法文、中文等多語言版本。這些彩冊已經放置在前台，供家屬和職工取用。洗手的正確示范彩頁將張貼在洗手台前，提供給住戶、家屬和員工