



2011

榮基2011報告

2011

WING KEI REPORT TO THE COMMUNITY

OUR VISION

To preserve and improve the quality of life for Chinese seniors with Christian love.

OUR MISSION

To provide extended care services and facilities to meet the physical, spiritual, social and emotional needs of Chinese seniors in a Christian environment.

OUR CORE VALUES

Fairness, Integrity, Respect, Service, Teamwork

OUR STRATEGIC DIRECTIONS

- Recruit and retain staff who are recognized for their work and contributions
- Continue to provide excellent, quality care
- Expand services and programs to meet community demands
- Further engage the community by building strong relationships
- Be an advocate in seniors care

我們的策略路向：

- 聘用專才，按所長委任職位
- 服務質素精益求精，確保居住環境安全
- 應社區需求，擴充服務範圍
- 加強聯繫網絡，建立穩固關係
- 促進頤養事工，為長者爭取權益

我們的使命：

為華人耆英提供基督化的長期護理服務，以滿足其身心靈的需要。

我們的核心價值：

處事公正、誠信正直、彼此尊重、服務社群、團結合作

我們的宗旨：

本著基督仁愛的精神，竭力保障及改善耆英人士的生活質素。

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BUILDING ON OUR STRENGTHS

We have had another tremendous year at Wing Kei. We have served our elders well. We have celebrated milestones. We have expanded our services. We have built relationships with like-minded organizations. We have honoured staff for their passion and integrity. And we have done all this with a single-minded focus on our mission to serve seniors with compassion and love.

Our sincerest thanks to the Wing Kei staff who give so much of themselves each day. Their resourcefulness, dedication and passion is unparalleled. We are blessed to witness immense love and profound hope at Wing Kei, each and

every day, thanks to this gifted team of care, support and administrative staff.

We have once again been humbled by the support of the community. You have endorsed our desire to grow and are supporting the development of our new supportive living facility—Wing Kei Greenview. This 94-bed facility will open in 2013 and is another wonderful opportunity to further meet the needs of seniors.

Our commitment to you and to each other is that we will continue to build on our strengths—including working with Alberta Health Services and

the government—to better serve seniors. We will do this in full support of our mission, with unwavering determination and with the grace of God.

Brian Lee
Chair, Board of Directors

Kathy Tam
Executive Director



精益求精，發展所長

榮基又再經歷豐盛的一年！在過去一年，我們專心致志履行使命，以關愛精神悉心服侍長者。同時更擴大服務範圍，並且與心志相同的機構建立聯繫。

當慶祝過一個又一個里程碑之際，我們衷心的感謝每位在行政、護理和後勤工作的員工，他們才華洋溢，愛心充盈，日以繼夜的辛勤工作，令榮基成為充滿愛與盼望的地方。

社區各界人士的支持令我們感激不盡。我們擴展服務的理想得到社區的認同，並以行動支持

擴建計劃，讓榮基得以在Greenview區內興建輔助護理服務院舍。榮基翠景中心可容納九十四位院友，預期在2013年初便可啟用。屆時卡城就多了一個服侍長者，滿足他們需要的地方。

榮基上下一心，不單彼此勉勵，同時更向你們作出承諾，定當善用資源，發展所長，繼續與亞省衛生廳和政府部門攜手合作，竭力為長者提供優質服務。

我們仰賴神的恩典，全力履行使命，矢志不移！

董事會主席
李英權

行政總監
譚宋品潔



STAFF HONOURED FOR THEIR SERVICE

When Alice Luc began working at Wing Kei in June 2005, just days after it officially opened, the facility was home to 30 residents on the fourth floor. "All the other floors were empty, so for the first six weeks I worked here, I accepted three new residents each day," she says. This included contacting physicians and families, arranging transfer from other facilities, preparing the appropriate documentation and a host of other logistical tasks. But the busy workload didn't scare Alice away—it only solidified her commitment to Wing Kei. Today, she continues to forge strong relationships, calling residents and their families by name and managing the work schedule for approximately 220 Wing Kei staff.

Alice and 40 of her colleagues were recognized at a long service celebration in October 2010 in honour of their five years of service to Wing Kei. The ceremony included personal reflections, song and the presentation of a pin and gift certificate to each staff member.

Brian Lee, Wing Kei Board Chair, commended staff on their service to the organization and its mission. "The 41 of you worked with an ethic of resilience, commitment and unwavering loyalty to build the foundation that has enabled us to flourish as an organization. We are so very grateful to you."

Among those honoured was Cathie Law, Human Resources Coordinator, who first began at Wing Kei as a volunteer. One of Cathie's responsibilities is to recruit the right people to work at Wing Kei—people who have a passion to serve. "Each of us believes our work at Wing Kei is our own personal ministry," she says. "We put our hearts into our work. Coming here each day is like coming home."



員工竭誠服務，榮基衷心表彰

曾國麗 (Alice Luc) 於二零零五年六月加入榮基。那時榮基才正式投入服務沒有多少天，入住四樓的院友才只有三千人。曾國麗說：「其他樓層那時仍是空置，我工作的頭六個星期，每天只接收三位新院友。」她的任務包括聯絡醫生和院友家人、安排從急症護理醫院轉介至榮基、預備有關的文件，以及安排一連串的后勤工作。雖然任務繁重，這卻沒有把曾國麗 (Alice Luc) 嚇走，反而令她堅定心志，要留在榮基服務。時至今日，她仍然與四周的人建立緊密關係，每位院友和院友家人的名字，她都

能脫口而出，同時她還要負責編排榮基近二百二十位員工的工作程序。

二零一零年十月，曾國麗 (Alice Luc) 與另外四十位同工獲榮基頒發長期服務獎，感謝他們五年來在榮基的忠心服務。頒獎典禮上每位同工都真誠分享，又一同唱詩歌，每位均獲贈一枚別針與獎狀。

會上榮基董事會主席李英權讚揚眾同工：「因為有你們四十一位忠誠、靈活的同工，以堅

定不移的心志去努力建立基礎，榮基才可以茁壯成長，得到今日的成就。有你們作我們的同工，實在非常感恩。」

獲頒長期服務獎的員工還有負責人事資源統籌的羅鄭筠樺 (Cathie Law)。最初她是在榮基做義工，如今她的任務是替榮基招聘合適人選。她所招聘的對象是熱心服侍的人：「我們都深信，在榮基工作就是事奉。我們把身心都投在這裏，每天來到榮基就像回到家一樣。」

採用電腦程式，改善護理

樂基今年引用了一個名為「Point of Care」的電腦程式，可以追蹤每位院友的護理資料，供所有部門使用。這是個革新的電腦程式，方便護理組的所有員工，包括護士、營養師、康樂及治療同工。他們可以根據電腦的資料，詳細了解院友每日的飲食服藥，以及所參與的康樂活動，然後作出詳細的規劃。

註冊護士尤張秀英(Ellen Cheung-Yau)認為，這個電腦程式最重要的功用，是能進一步提升基對院友護理的水平。「它讓我們可以集中解決問題。藉由電腦記錄下的資料了解院友的狀況，探討引發這些狀況的可能原因，然後設計出可以量度、追蹤和評估的護理計劃。」

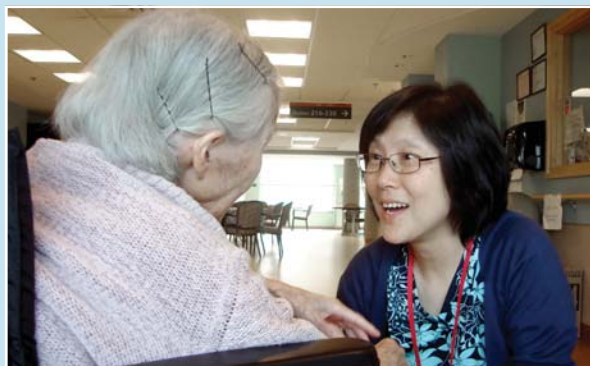
護理組的每位員工都有責任不分晝夜，定時輸入每位院友的資料，電腦再把每位院友的詳細狀況化成一部份的圖表。註冊護士根據這些圖表，就可以找出有沒有需要特別注意的事項。舉例來說，若有院友連續幾個小時減少攝取液體，這個電腦程式就會用旗子標示出來。尤張秀英(Ellen Cheung-Yau)：「如果出現這樣的情況，我們會深入去看看究竟發生了什麼事。有了這個程式，我們護理人員就可以更暢順地彼此交流，同時清楚知道每位院友在某個時段的實際狀況。」



現在院友的家人在會面時也開始使用這個工。因為這個電腦程式具有追蹤功能。一旦院友知覺能力或健康狀況出現變化，他的家人就可以更明瞭這個變化過程，並曉得如何發問問題。

護理服務員李玉蓮(Lillian Li)和Aura Galindez自二零一一年二月開始，就一直使用「Point of Care」這項科技。她們最初不熟悉電腦，但如今已運用電腦程式。李玉蓮(Lillian Li)表示：「它幫助我們記錄資料時，又快又準。」 Aura也說：「每位院友的資料欄都是特別設計的，

所以我們每次輸入資料，電腦都會列出與該院友有關的問題，讓我們按需要去處理。」這個「Point of Care」電腦程式要能達到品質和安全的目標，有賴員工的團隊合作。尤張秀英(Ellen Cheung-Yau)一語中的：「我們成功的竅門就是團隊合作。我們信賴每個人的直覺和工作能力，以及對院友的了解，故此可以保障院友安全，讓他們舒適愉快度日。」



ENHANCING RESIDENT CARE WITH EVERY CLICK

A new computer program, called Point of Care, is revolutionizing how information on resident care is tracked and shared at the Wing Kei Care Centre. The program enables the care team—nurses, dietitians, recreational and therapeutic staff—to electronically chart every detail of a resident's day-to-day care and activity—from meals eaten to medication received to recreational activities participated in.

The most important aspect of the computer program, says Registered Nurse Ellen Yau, is that it has enabled resident care to further improve. "It really focuses us on solutions—it helps us identify

concerns, examine potential triggers and then create a care plan that is measureable, trackable and evaluative," she says.

Every member of the care team is responsible for entering information on each resident regularly throughout the day and night. These highly personalized electronic charts are then reviewed by the Registered Nurses to determine what, if any, concerns need to be addressed. For example, the program will flag when a resident has had reduced fluid intake over the course of a few hours. "If this happens, I will dig into it further to see if something is brewing," says Ellen. "It really opens

up the channel for us, as a care team, to better communicate with one another and to really know what is happening for each resident at any given point in time."

The tool will also be used increasingly at family meetings, with the tracking feature enabling families to understand and ask questions about changes in their loved one's cognitive abilities or health status.

Health Care Aides Lillian Li and Aura Galindez have been using the Point of Care technology since February 2011. While initially unfamiliar, the pair indicates that the program has become intuitive to use. "It helps us record information quickly and accurately," observes Lillian. Adds Aura, "Each resident's information is specially tailored so when we enter information, the computer triggers further questions, relevant to that particular resident, that we need to answer. It is very good."

As with any quality or safety initiative at Wing Kei, the crux of Point of Care is dependent on teamwork. "Teamwork is essential to our success," says Ellen. "We rely and trust everyone's intuition, understanding and abilities to ensure residents are safe, comfortable and happy."

夢想成真，全賴有你

榮基非常榮幸，可以繼續得到社區的支持。昔日你的慷慨捐贈，為我們籌募了五百萬元，得以建成榮基護理中心，每年又積極支持籌款活動，幫助我們提高護理的水平。

今日我們要擴闊服侍長者的領域，再一次向你們呼籲，協助我們夢想成真，在Greenview建成一座可容九十四位院友的輔助護理服務院舍。這所新院舍是為身體較為健壯的長者提供居所，讓他們在適當的治療和照顧下，可以維持某程度上自主獨立的生活。

榮基早前已獲亞省政府撥款六百五十萬元，資助我們建造輔助護理新院舍。這是令人雀躍的好開始，不過我們還需要籌足其餘的一千七百五十萬，才可以動工興建。我們固然會努力尋求其他撥款和經濟資助，但我們更需要你們的支持，願大家為整個社區，為護老服務，慷慨解囊。

榮基基金會副主席陳錦華說：「我們實在很榮幸，得到社區如此的信任。從榮基成立開始，你們就與我們同行，全心全意支持我們的夢想，讓我們可以為華人長者提供適切的護理，排除文化障礙。今日，榮基護理中心實現了我



孝親敬老乃中華文化之優良傳統，榮基以發揚此傳統美德為己任。讓我們盡心、盡意、盡力去愛護敬重我們的長者。輪候入住榮基的名單越來越長，此乃證明社區對我們的信任。

們的夢想。我們深信社區會繼續支持榮基，鼓勵榮基不斷擴展服務。」基金會的籌款目標，是到二零一三年之時可以籌到五百萬元。

如欲更深的認識榮基事工、願意捐款、或作任何支持，請致電「榮基基金會」403-277-7433查詢，也可電郵至 foundation@wingkei.org。捐款可獲本會發出報稅收據。

榮基翠景中心的興建程序

- 二零零九年 十二月 — 亞省政府撥款六百五十萬
- 二零一一年 三月 — 榮基晚宴，展示榮基翠景中心模型
- 二零一一年 四月 — 獲市政府批發建築許可證
- 二零一一年 四月 — 完成建築藍圖
- 二零一一年 八月 — 動工興建
- 二零一三年 — 翠景中心落成

CONTRIBUTING TO OUR DREAM

Wing Kei has been blessed to have the ongoing support of the community: You helped us raise over \$5 million towards the construction of the Wing Kei Care Centre and you continue to participate in annual fundraising events that enhance the care we provide.

As we expand the scope of our services for seniors, we are once again asking you to contribute to our dream and help us build Wing Kei Greenview, a 94-bed supportive living facility. Wing Kei Greenview will provide a living option for those seniors who, with the right medical and personal care supports in place, can maintain a good level of independence and autonomy.

The \$6.5 million grant we received from the provincial government to build the Greenview facility is a good start. And another \$17.5 million is needed to make the building a reality. While we will be seeking additional grants and financing, we are also seeking your support, as members of our community and supporters of seniors care.

"We are honoured to have always had the trust of the community," says Gus Chan, Vice-Chair, Wing Kei Foundation. "People walked with us from the very beginning of our journey and wholeheartedly supported our vision to provide culturally appropriate care to our elders. Today, we live this vision at the Wing Kei Care Centre. And, with the community's continued support, we look forward



Respecting elders is a core value in Chinese culture. At Wing Kei, we honour that value by caring for seniors with utmost love, respect and compassion. An ever-present wait list for our services is a testimony to this commitment.

to expanding it in the future." The Foundation aims to raise \$5 million by 2013.

To find out more about Wing Kei or to make a donation, please call the Wing Kei Foundation at (403) 277-7433 or email foundation@wingkei.org. Charitable tax receipts will be provided.

We are grateful for your generosity.

TIMELINE: WING KEI GREENVIEW

- DECEMBER 2009 - \$6.5 million grant received from Alberta Seniors and Community Supports
- MARCH 2011 - Kick off gala
- APRIL 2011 - Development permit approved
- APRIL 2011 - Architectural drawings complete
- AUGUST 2011 - Preparing to build
- 2013 - Official opening

FINANCIAL

INDEPENDENT AUDITOR'S REPORT

*To the Directors of
CHINESE CHRISTIAN WING KEI NURSING
HOME ASSOCIATION:*

The accompanying summary financial statements, which comprise the summary statement of financial position as at December 31, 2010, and the summary statement of operations and changes in fund balances for the year then ended, are derived from the audited financial statements of Chinese Christian Wing Kei Nursing Home Association (the "Association") for the year ended December 31, 2010. We expressed an unmodified audit opinion on those financial statements in our report dated March 10, 2011. Those financial statements, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on those financial statements. The summary financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of the Association.

The summary financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of the Association.

**MANAGEMENT'S RESPONSIBILITY FOR THE
FINANCIAL STATEMENTS**

Management is responsible for the preparation of a summary of the audited financial statements on the basis described in the note shown with the summary statement of financial position and summary statement of operations and changes in fund balances.

AUDITOR'S RESPONSIBILITY

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements."

OPINION

In our opinion, the summary financial statements derived from the audited financial statements of the Association for the year ended December 31, 2010 are consistent, in all material respects, with those financial statements, on the basis described in the note shown with the summary statement of financial position and summary statement of operations and changes in fund balances.



DR. JACOB JUNG
鄭雅各醫生



DR. LEONARD LAM
林偉良博士



MRS. KATHLEEN NG
Director, External Relations
吳魏仲雯女士
外務主管

* Members of the
Executive Committee
執行委員會成員



OPERATIONAL MANAGEMENT TEAM 行政管理

BOARD OF DIRECTORS 董事局



MR. BRIAN LEE*
Chair

主席李英權先生*



MR. GUS CHAN*
Secretary

文書陳錦華先生*



MR. VINCENT LEUNG*
Treasurer

財政梁永覺先生*



**DR. EVELYN
BUCKLEY***



MR. LYN CHOW

周仕栢先生



MR. DONALD JUNG

鄭敦昂先生



MRS. ESTHER LAU

劉麗嫻女士



MR. JOSEPH TSE

謝宗健先生



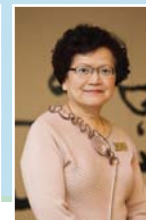
MR. HAROLD WOO

胡焯熙先生



MRS. KATHY TAM
Executive Director

譚宋品潔女士
行政總監



MRS. JANE TSE
Director, Care

謝成爾靜女士
護理主管



MR. WALTER YU
*Director, Finance
& Hospitality*

余永耀先生
財務及客務主管

財務報告

INDEPENDENT AUDITOR'S REPORT

To the Directors of
**CHINESE CHRISTIAN WING KEI NURSING
HOME ASSOCIATION:**

附上的財務狀況、營運報告和基金結餘變動等簡報,是撮取自華人基督教榮基護老會於二零一零年十二月三十一日經審核的財務報告。我們對該財務報告於二零一一年三月十日及截至該日止作出未經修改的審核意見。此份財務報告並不包括二零一一年三月十日之後發生的事項。

根據對非牟利機構的加拿大會計準則,財務簡報並不需要包含所有陳述。如欲了解護老會詳盡的財務狀況,請參考有關經審核的全面財務報告。

MANAGEMENT'S RESPONSIBILITY FOR THE FINANCIAL STATEMENTS

護老會管理層的責任是根據現有的財務狀況、營運報告和基金結餘變動等簡報中列明的準則預備財務簡報。

AUDITOR'S RESPONSIBILITY

我們的責任是按照加拿大註冊會計師審計準則的規定對財務簡報發表審核意見。

OPINION

我們認為撮取自護老會於二零一零年十二月三十一日經審核的財務報告及在財務狀況、營運報告和基金結餘變動等簡報中列明的準則所預備的財務簡報在所有的重大方面均相當全面公正。

Deloitte & Touche LLP
Chartered Accountants
Calgary, Alberta
March 10, 2011

This summarized financial information is extracted from the annual financial statements audited by Deloitte & Touche LLP. A copy of the complete audited financial statements is available by writing to Walter Yu, Director of Finance & Hospitality, Wing Kei Care Centre, 1212 Centre Street NE, Calgary, AB T2E 2R4. This summarized financial information has been prepared in accordance with criteria developed by management. These criteria require management to ensure: 1) the summarized financial information correctly reflects the content of the audited financial statements, and 2) the summarized financial information contains the necessary information and are at an appropriate level of aggregation, so as not to be misleading to the users of this information, and adequate disclosure of this criteria.

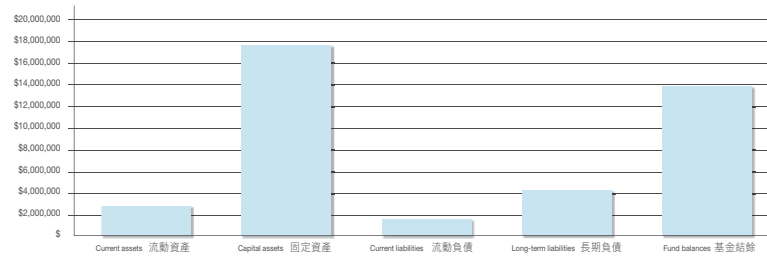
附上的財務簡報是撮取自華人基督教榮基護老會經德勤有限公司審核的年度財務報告。如欲取得完整的財務報告,請寄函財務及客務部主管余永耀先生(1212 Centre Street NE, Calgary, AB T2E 2R4)。此財務簡報是根據護老會管理層所定的準則預備,包括 1) 確保財務簡報正確反映經審核財務報告的內容, 2) 提供合適及非誤導性的資料, 及適當地公開所定的準則。

CHINESE CHRISTIAN WING KEI NURSING HOME ASSOCIATION
華人基督教榮基護老會

SUMMARY STATEMENT OF FINANCIAL POSITION 資產負債表總結

As at December 31, 2010 二零一零年十二月三十一日

ASSETS	資產	2010	2009
Current assets	流動資產	\$ 2,688,908	\$ 1,107,187
Capital assets	固定資產	\$ 17,618,411	\$ 18,034,457
Total assets	資產淨值	\$ 20,287,319	\$ 19,141,644
LIABILITIES AND FUND BALANCES	負債及基金結餘	2010	2009
Current liabilities	流動負債	\$ 1,543,415	\$ 1,134,063
Long-term liabilities	長期負債	\$ 4,310,106	\$ 4,464,043
Fund balances	基金結餘	\$ 13,877,798	\$ 13,430,538
Reserve for capital maintenance	維修開支儲備資金	\$ 226,000	\$ 113,000
Reserve for training expenditures	訓練開支儲備資金	\$ 330,000	0
Total liabilities and fund balances	負債淨值及基金結餘	\$ 20,287,319	\$ 19,141,644



CHINESE CHRISTIAN WING KEI NURSING HOME ASSOCIATION
華人基督教榮基護老會

SUMMARY STATEMENT OF OPERATIONS AND CHANGES IN FUND BALANCES 營運表總結

For the year ended December 31, 2010 二零一零年十二月三十一日

REVENUE	收入	2010	2009
Government operating grant	政府營運資助	\$ 9,625,893	\$ 8,360,635
Resident fees	住客租金收入	\$ 2,705,418	\$ 2,645,564
Donation & fundraising events (net)	募捐及籌款活動 (淨值)	\$ 103,188	\$ 241,569
Other income & interest	其他	\$ 188,832	\$ 165,004
		\$ 12,623,331	\$ 11,412,772
EXPENSES	支出	2010	2009
Salaries and benefits	員工薪金及福利	\$ 9,318,253	\$ 8,466,156
Supplies and services	供應品及服務費用	\$ 937,925	\$ 837,743
Bank interest and charges	銀行利息及收費	\$ 214,730	\$ 294,132
Utilities	水電費用	\$ 340,701	\$ 345,521
Others	其他	\$ 205,898	\$ 131,322
Amortization	折舊	\$ 715,501	\$ 718,045
		\$ 11,733,008	\$ 10,792,919
Excess of revenue over expense	年度盈餘	\$ 890,323	\$ 619,853
Fund balance, beginning of year	資金結餘, 年初	\$ 13,543,538	\$ 12,752,094
Unrealized (loss) gain on interest rate swap	利率互換	\$ (63)	\$ 171,591
Fund balance, end of year	資金結餘, 年末	\$ 14,433,798	\$ 13,543,538

