



WING KEI
REPORT TO THE COMMUNITY

榮基報告

2012

Our Family

Wing Kei's mission to serve with Christ's love underpins every aspect of our work—from how we make decisions to how we take a resourceful, collaborative approach as one family to meet the needs of seniors. Love is our primary motivation as a united team—our passion to grow together, to enjoy one another and to celebrate our successes stems from it.

At Wing Kei, our family is greater than a small nucleus of individuals—it encompasses all those who share a vision of caring for seniors with love and dignity and ensuring quality care and safety. Our family includes staff, residents,

clients, the families of those we serve, volunteers, physicians, donors, advocates, partners and funders.

Having a large family is a special gift. Our extended family supports us to offer the very best long term and home care services, to grow so that we can serve even more families through a new assisted living centre and to have a strong voice so that we can continue to advocate for seniors needs in Calgary.

Families are a blessing—and this is no truer than it is here. Thank you for being part of it.

榮基一家親

在決策和推動事工時，榮基都是本著「在基督的愛裡全力以赴」的宗旨，以一家親的精神，積極運用資源，服務長者。愛的動力激發起團隊的熱心，讓這個大家庭的每位成員都能一同成長，彼此欣賞，共享成果。

榮基大家庭是由員工、住客和院友、他們的家人、義工、醫護人員、贊助者和各合作伙伴所組成。我們都懷有同一抱負：在大家的愛心關顧下，長者能夠得著優質安穩的服務，備受尊重。

一個大家庭，是一份特有的恩典。有了榮基大家庭的支持，藉著目前的長者護理及家居護理服務，加上新成立的輔助護理中心，我們盼能繼續在卡城提倡關懷長者的需要，為他們謀福利。

家庭是一份莫大的祝福。在榮基，這更是個千真萬確的事實。感謝大家一同參與其中。

Dear friends, since God so loved us, we also ought to love one another. No one has ever seen God; but if we love one another, God lives in us and his love is made complete in us. 1 John 4:11 – 12.

親愛的弟兄啊，神既是這樣愛我們，我們也當彼此相愛。從來沒有人見過神，我們若彼此相愛，神就住在我們裏面，愛他的心在我們裏面得以完全了。約翰壹書四章十一至十二節



Kathy Tam
Kathy Tam
Executive Director
譚宋品潔
行政總監



Brian Lee
Brian Lee
Chair, Board of Directors
李英權
董事局主席



Our Family Of Caregivers

Working at Wing Kei is like working with family—we care for each other, we resolve issues together, we eat together and we even play together. This past year, ten staff were honoured at our annual long service recognition, 17 new staff received Health Care Aide training in conjunction with NorQuest College and seven summer students were hired to work with us. We even had a family reunion: 128 staff

participated in our first ever staff education and empowerment day that included team building activities and discussions on our strategic directions. Here's what we learned through the reunion: staff take pride in working at Wing Kei and have a voice in decisions that affect them.

一個充滿關愛的大家庭

在榮基上班，猶如與家人一同工作；在榮基，我們彼此關心，一同解決問題，一起用膳……更一同耍樂。過去一年，有10位同事榮獲長期服務獎；17位新同事完成了我們與諾桂書院協辦之護理員證書課程及聘請了7位暑期工。我們亦舉行了一次「家庭團聚」：一個破天荒的員工教育及訓練日，共128位同事一同參與團隊建立、討論策略等活動。經過是次「團聚」，同事感到在榮基工作，實在是與有榮焉。他們亦深信榮基作決策時，一定會考慮員工的意見。



Wing Kei has fully integrated Point of Care into our care environment. A new technology, Point of Care enables care staff to input each resident's health and personal care information into a software program. This enhances resident care by improving communication between staff during shift changes and is used as a tool to talk with families about their loved one's health and wellbeing.

榮基已經將『一按通』程式完全融入服務當中。有了這項新科技，醫護人員能將每個院友的健康狀況及護理資料輸入到該軟件中，不但能夠提昇同事間的溝通，還使換班交接更有效率，對家人跟進院友的服務細節更方便容易。





Support services staff are integral to the care team, keeping equipment functioning well and offering resourceful solutions to ensure safety.



負責維修保養的同事，是護理團隊中不可或缺的成員，他們確保器材運作順暢，更為保障安全而想出種種足智多謀的方案。



Our caregivers engage residents in rehabilitation and recreational activities one-on-one and in groups.

我們的護理員用心照顧，令院友可以投入於個別或集體的復康及康樂活動。





Family members are an essential part of the care team—they help staff understand each resident's preferences and personalities and share in creating a positive, caring environment

家庭成員是關顧團隊的一個重要部份，他們能幫助員工了解院友的性格和個人喜好，締造一個積極親切的環境。



Wing Kei replaced 105 mattresses to ensure residents sleep well. A good night's sleep gives residents the energy to enjoy their day.

榮基更換了105張床墊，以確保院友睡得舒服。睡得好，人亦倍感精神抖擻！





The Wing Kei team laughs and has fun everyday, including at monthly staff wellness events.

看見榮基隊員喜樂的表現，可領會到他們對工作都相當投入；在員工康福活動中，他們更份外開懷。

Jane Tse, Wing Kei's Director of Care, received the inaugural province-wide Alberta Continuing Care Association Director of Care Award for her excellent leadership and compassionate approach to care.

榮基的護理部主管謝成爾靜榮獲亞省長期護理協會頒發之「優秀護理主管服務獎」，以嘉許她出色的領導及以愛心為本的護理服務。

善





Keeping Families Together

Our home is our sanctuary. It is where we feel safe, where we know we are surrounded by those we love and by the things that give us a sense of familiarity and belonging. Even when life challenges us and we find ourselves facing potentially debilitating health issues, in our hearts, we yearn to be at home. This is where our team of professionals comes in, providing all

the physical and emotional support they can to ensure that those whose life turns upside down will know that they can continue to envelope themselves in the cocoon of their home, drawing on the resources they need to make living at home possible.

維繫天倫樂

家，是給我們蔭庇的地方。在家中，有我們所愛的人、所熟識的事物，令人覺得安穩舒適。在長者而言，即使年事漸高、健康退化，仍是渴望住在家裡。我們一支專業團隊能針對這方面的需要，派出家居護理員登門提供護理，並給予心靈上的支持，讓他們可以安心生活在自己的安樂窩裡。





Homecare client Dianna receives visits from a Wing Kei Health Care Aide (HCA), such as Myint, 21 times a week. HCAs provide health and personal care support for home care clients, meeting client needs in their own homes. Wing Kei has been providing home care services since 2007, currently serving over 200 clients in nine Calgary neighbourhoods. To meet ever increasing demands in home care, Wing Kei recruited 30 HCAs last year.

戴安娜是榮基家居護理服務的其中一位用戶，家居護理員會到她的家為她提供上門的護理服務，每星期達21次之多，而阿敏就是其中一位家居護理員。用戶可以安心留在家中。在2007年開始，榮基增添了家居護理服務，照顧住在卡城9個社區中有需要的人，目前有200多位用戶。榮基去年更增聘了30位家居護理員，以應付家居護理服務不斷上升的需求。

Extending our Family of Services

Caring for seniors and meeting their health care needs is at the heart of Wing Kei's mission. Today, we have the privilege of being involved in several levels on the continuum of care: we operate our long term care centre at full capacity with 135 residents and we offer home care services to over 200 clients. Soon—as early as 2014—we will be opening a new building, Wing Kei Greenview, which will provide supportive living services to 95 seniors.

We have learned through our experiences at Wing Kei that providing culturally appropriate care is essential to seniors' wellbeing. We plan to bring this same approach to caring for seniors at Wing Kei Greenview—we will walk with them, hand-in-hand, meeting their needs—physical, social and spiritual.

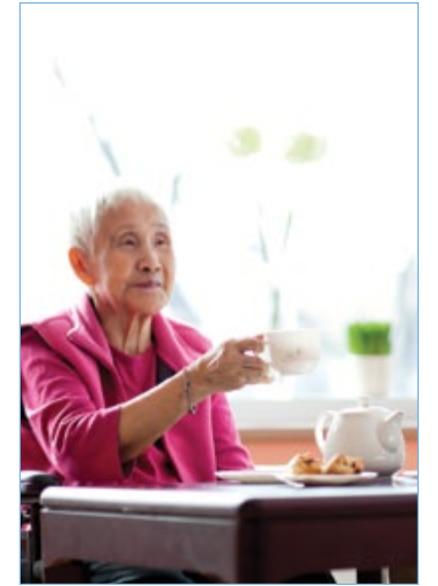
榮基使命的重點，就是照顧長者身體健康的需要。我們有幸能為他們提供幾項連續性的服務：

- 長期護理 - 135位長者入住榮基護理中心，床位已全數額滿
- 家居護理 - 為200多位用戶提供家居照料
- 輔助護理 - 將於2014年初投入服務的『榮基翠景』可容納95位長者，提供適當護理

在策劃榮基翠景時，憑藉過去的經驗，我們深明文化適切的關顧服務對長者非常重要—我們立志與他們攜手同行，照顧他們在社交及身、心、靈的需要。

為更多家庭服務





As a supportive living facility, Wing Kei Greenview will enable residents to live as independently as possible, while providing personal and health care support. Plans for the facility include a walking track, garden and large, open, inviting spaces for social gatherings.

In 2009, we received \$6.5 million from the provincial government towards the development of Wing Kei Greenview. Recently, we received another \$2.5 million from Alberta Seniors and launched our \$5 million fundraising campaign. With the generous support of the community, we can make Wing Kei Greenview a reality.

作為一間輔助護理院舍，榮基翠景將為長者提供個人既獨立又舒適的居住環境，同時給予適當的護理服務。院舍將設有步行徑、花園及可供社交活動的寬廣空間。

亞省政府於2009年撥款650萬元，支持發展榮基翠景。最近，我們又得到亞省長者事務廳撥款250萬元。此外，我們推出了一項500萬元募捐運動。端賴社會各方面慷慨資助，讓榮基翠景的計劃能得以實現。

Our Always Growing Family

We believe that everyone has a gift—something they share to make someone else's life better. Take Shelly, one of Wing Kei's 313 volunteers. Shelly spends two hours a week sharing her gifts with Wing Kei residents. The result? Piles of energetic chatter and laughter echoing through the hallways.

我們的家日益擴展

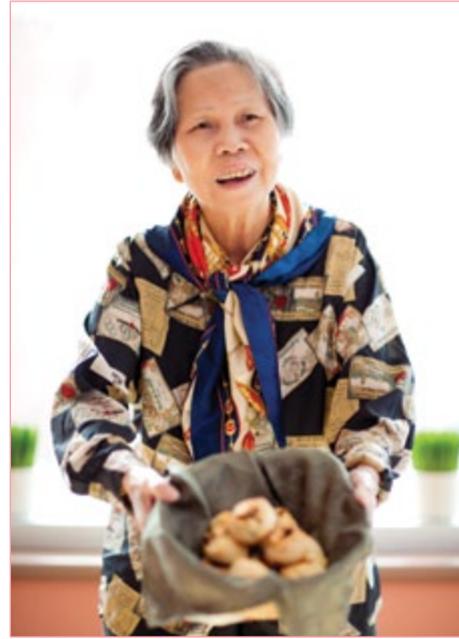
人人都有恩賜；將恩賜分享，能令其他人活得更精彩。就以雪麗為例：她是榮基313名義工的其中一員，每星期她都會用兩小時與院友分享她的恩賜，讓院舍的走廊盡是充滿活力的談話聲及笑聲。





In summer 2011, several youth volunteered their time to be walking companions to residents under the guidance of rehabilitation therapy staff. Most residents doubled the distance they were able to walk—some even quadrupled it!

2011年夏天，幾位青少年義工在康復治療師的督導下，擔任院友的散步伙伴。大部分院友的步行距離因而倍增，有些增幅更達至4倍。



Wing Kei volunteers engage in a variety of activities with residents—creating art, baking bread, playing games, talking and singing. In 2011, 313 individual volunteers and 11 groups contributed 16,359 hours to Wing Kei.

2011年，313位義工和11個團體為榮基服務了16,359小時，他們與院友一同參與各種活動，包括手工藝製作、烹飪、遊戲、傾談及唱歌等。



Twenty-one dentists and dental hygienists from Toronto, Edmonton and Calgary—all volunteers with national non-profit Health Mission Outreach — (HMO) provided dental services for over 70 Wing Kei residents in October 2011. Air Canada provided the transportation of 12 dental mobile units from Toronto to Calgary free of charge.

2011年10月，21位來自多倫多、愛民頓及卡加利的牙醫和牙齒衛生員，為榮基70多位長者提供了牙科保健服務，他們都是加國一個非牟利醫療宣教外展組織的成員。是次行動，我們更得到加拿大航空公司的幫助，把12套流動牙醫器材免費由多倫空運到卡城。

Speaking Up For Our Family

We believe that having conversations with decision makers and partnering with like-minded organizations will enable us to continue to improve seniors care in Calgary. Our Board of Directors and our leadership team have a strong voice and take every opportunity to share ideas and opinions, stories and facts about seniors care with the community. Our stories have even

been shared abroad—in November 2011, Wing Kei gave a presentation on providing culturally appropriate care in the Canadian context at the 8th World Congress on Long Term Care in Chinese Communities Conference in Hong Kong.

宣揚長者的服務

我們相信，與社會領袖對話，與志同道合的組織攜手，有助促進卡城的長者服務。榮基的董事和行政管理層是一把有力的聲音，他們會抓緊每一個機會去表達意見和想法，將服務長者的經歷和點滴與社會分享。榮基的故事，甚至傳揚海外。在香港舉行的第8屆世界華人地區老年人長期照護會議中，我們介紹了榮基如何在加國提供文化適切的特色服務。





Our experience has demonstrated that with safe, culturally appropriate care and the right interdisciplinary support, the quality of life of seniors can be improved.

Wing Kei is participating in an \$880,000 research project with the University of Alberta, Department of Rehabilitation Medicine on using technology to improve the work of Health Care Aides.

經驗告訴我們，安全及文化適切的護理，加上各護理團隊的配合，定能可以改善長者的生活質素。

榮基與亞省大學復康醫學系合作，參與其一項88萬元的研究計劃，探討如何使用科技改進護理員的工作。



Sharing Our Resources



Stewardship is a two way street. It involves taking good care of our resources—human, financial and capital—and it involves sharing our good fortune with those whose luck has turned. During the 2011 Christmas season, Wing Kei staff compiled 100 shoeboxes containing stationary, toys, clothing and personal care items along with \$2010 for the Samaritan's Purse. Our team's commitment to share with others is a demonstration of their belief that to give to others is a privilege.

受託式的管理是一條雙向道。一方面，我們需要將資源妥善運用，包括人力、金錢和資產等。另一方面，我們既得著祝福，理應樂意去分享，回饋社會。去年11月，榮基員工響應『善普施之聖誕禮物行動』，捐出了現金2010元及100個盛滿文具、玩具、衣服及個人物品的鞋盒。與他人分享，是我們的團隊承諾，因為我們的信念是：能夠給予，是一份恩典。

分享資源



Thanks to the generous support of the community, \$200,000 was raised in association with the Wing Kei Foundation to support resident care. Fundraising events included the Celebrating Community Gala, the annual Walkathon and a special evening with Alvin Law entitled 'A Man with No Arms.'

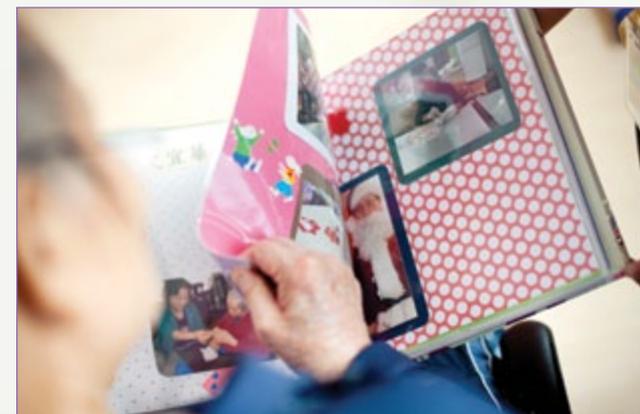
感謝社會各界的慷慨支持，我們與榮基基金會籌到了20萬元，加添院友護理生活情趣。這些籌款活動包括聯歡晚宴、週年百萬行籌款及「與無臂勇士 Alvin Law暢聚」的籌款晚宴。

2011 Highlights

- Successfully received \$2.5 million in Affordable Supportive Living Initiative (ASLI) grant
- Raised \$200,000 in partnership with the Wing Kei Foundation in 2011
- Provided 85,085 homecare hours in 2011
- Inspired the community at a special gala event featuring Alvin Law, "A Man With No Arms."
- Enjoyed the contributions of 313 volunteers and 11 groups who contributed 16,359 hours in 2011
- Celebrated the groundbreaking service for Wing Kei Greenview in August 2011
- Successfully implemented electronic documentation
- Celebrated the receipt of the first-ever Director of Care Service award from the Alberta Continuing Care Association



- Received 99% on the Partners in Injury Reduction Certificate of Recognition from the Continuing Care Safety Association and the Government of Alberta
- Performed in the top quarter on all indicators for the Alberta Health Service Provider Risk Profile Report
- Awarded the maximum allowable time between accreditation review by Accreditation Canada
- Nominated for the Provincial Board of Community Leadership Award for Persons with Developmental Disabilities by Chrysalis Society



- 在亞省護理安全協會之減免工傷計劃認可證書中獲99%。
- 在亞省衛生服務合約醫療服務機構的風險分析報告中，表現良好，全部達到最高指標。
- 榮獲加拿大衛生服務鑑定委員會，授予最長的相隔審核容許期。
- 獲機構Chrysalis Society提名角逐亞省社區委員會之《殘障人士領袖獎》。

2011 年業績

- 榮獲亞省長者事務廳之「耆老輔助生活計劃」撥款250萬元。
- 在2011年，與榮基基金會合作籌得20萬元。
- 過去一年，共提供了85,085小時的家居護理服務。
- 邀得無臂勇士Alvin Law暢聚，並作籌款晚宴嘉賓。
- 在2011年，共313名義工和11個團體為我們服務了16,359小時。
- 在2011年8月，舉行榮基翠景中心動土典禮。
- 成功實施電子醫療檔案。
- 榮獲亞省長期護理協會首次頒發之「優秀護理主管服務獎」。

Chinese Christian Wing Kei Nursing Home Association 華人基督教榮基護老會
Summary Statement Of Financial Position 財務狀況簡報

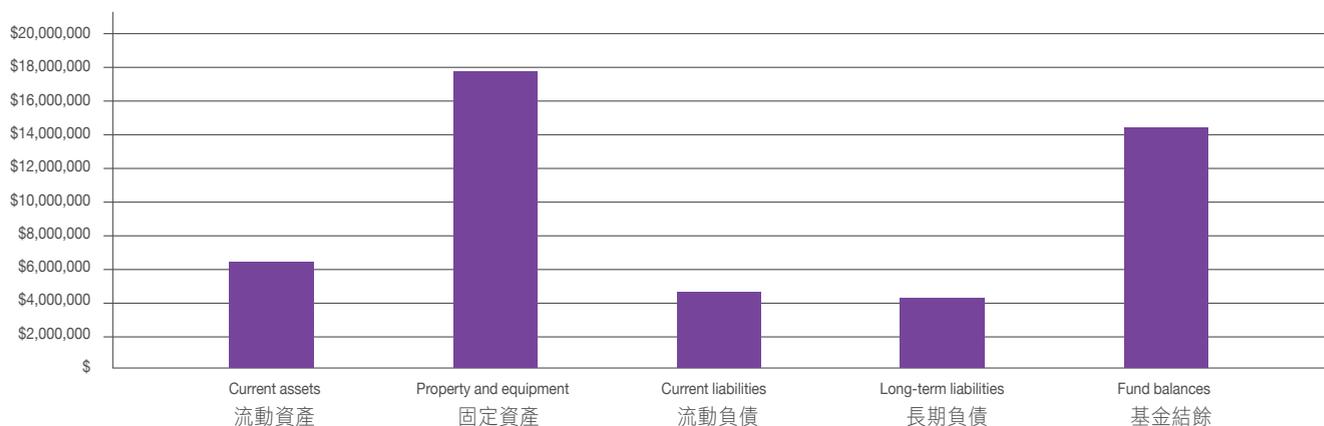
As at December 31, 2011 二零一一年十二月三十一日

ASSETS 資產

	2011	2010
Current assets 流動資產	\$6,664,805	\$2,668,908
Property and equipment 固定資產	17,885,368	17,618,411
Total assets 總資產	\$24,550,173	\$20,287,319

LIABILITIES AND FUND BALANCES 負債及基金結餘

Current liabilities 短期負債	\$5,011,777	\$1,543,415
Long-term liabilities 長期負債	4,280,455	4,310,106
Fund balances 基金結餘	14,666,941	13,877,798
Reserve for capital maintenance expenditures 維修開支儲備資金	371,000	226,000
Reserve for training expenditures 培訓開支儲備資金	220,000	330,000
Total liabilities and fund balances 總負債及基金結餘	\$24,550,173	\$20,287,319



Note 註釋

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 the summarized financial information 1) correctly reflects the content of the audited financial statements, 2) contains the necessary information and is at an appropriate level of aggregation, so as not to be misleading to the users of this information, and 3) adequately discloses these 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，請書面聯絡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。準則要求管理層確保財務簡報 1) 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財務信息, 及 3) 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 Operations And Changes In Fund Balances 營運簡報與基金結餘變動簡報

For the year ended December 31, 2011 截止於二零一一年十二月三十一日

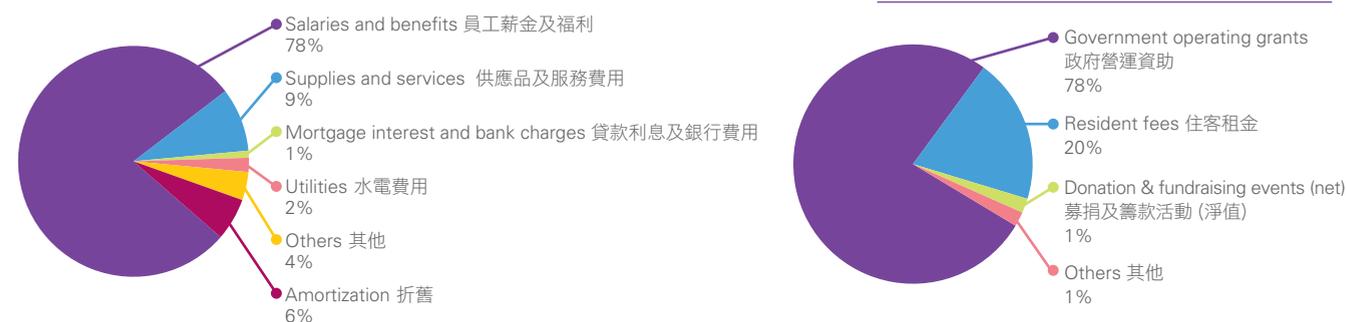
REVENUE 收入

	2011	2010
Government operating grants 政府營運資助	\$11,128,038	\$9,625,893
Resident fees 住客租金	2,811,888	2,705,418
Donations & fundraising events (net) 募捐及籌款活動 (淨值)	118,787	103,188
Others 其他	230,139	188,832
	14,288,852	12,623,331

EXPENSES 支出

Salaries and benefits 員工薪金及福利	10,402,276	9,318,253
Supplies and services 供應品及服務費用	1,234,055	937,925
Mortgage interest and bank charges 貸款利息及銀行費用	175,053	214,730
Utilities 水電費用	306,752	340,701
Others 其他	501,369	205,898
Amortization 折舊	715,855	715,501
	13,335,360	11,733,008

Excess of revenue over expenses 年度盈餘	953,492	890,323
Fund balance, beginning of year 資金結餘, 年初	14,433,798	13,543,538
Unrealized loss on interest rate swap 利率互換	(129,349)	(63)
Fund balance, end of year 資金結餘, 年末	\$15,257,941	\$14,433,798



Note 註釋

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 the summarized financial information 1) correctly reflects the content of the audited financial statements, 2) contains the necessary information and is at an appropriate level of aggregation, so as not to be misleading to the users of this information, and 3) adequately discloses these 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，請書面聯絡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。準則要求管理層確保財務簡報 1) 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財務信息, 及 3) 適當地公開所定的準則。

Independent Auditor's Report 獨立審核師報告

To The Directors Of **Chinese Christian Wing Kei Nursing Home Association:**
致**華人基督教榮基護老會**董事

The accompanying summary financial statements, which comprise the summary statement of financial position as at December 31, 2011, 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, 2011. We expressed an unmodified audit opinion on those financial statements in our report dated March 8, 2012. 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.

附上的財務簡報，即二零一一年十二月三十一日的財務狀況簡報與截止該日的年度營運簡報及基金結餘變動簡報，是擷取自**華人基督教榮基護老會**經審核的二零一一年十二月三十一日與截止該日的財務報告。我們對該財務報告於二零一二年三月八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二零一二年三月八日之後發生的事項。

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.

此財務簡報不包括加拿大會計準則所要求的所有陳述。閱讀此簡報不可以替代閱讀經審核的財務報告。

Management's responsibility for the financial statements

護老會管理層對於財務報告的責任

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

護老會管理層的責任是根據財務狀況簡報，營運簡報和基金結餘變動簡報中列明的註釋來預備財務簡報。

Auditor's responsibility 獨立審核師的責任

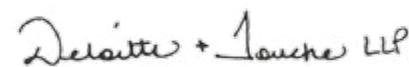
Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements."

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 審核意見

In our opinion, the summary financial statements derived from the audited financial statements of the Association as at and for the year ended December 31, 2011 are consistent, in all material respects, with those financial statements, on the basis described in the note shown on the summary statement of financial position and summary statement of operations and changes in fund balances.

我們認為根據護老會經審核的二零一一年十二月三十一日與截止該日的財務狀況簡報，營運簡報和基金結餘變動簡報中列明的註釋預備的財務簡報在所有重大方面與經審核的財務報告相符合。



Chartered Accountants
Calgary, Alberta
March 8, 2012

Board of Directors 董事局

BRIAN LEE* - Chair

主席 - 李英權*

GUS CHAN* - Secretary

文書 - 陳錦華*

VINCENT LEUNG - Treasurer

財政 - 梁永覺*

LYN CHOW

周仕柏

DONALD JUNG

鄭敦昂

JOSEPH TSE

謝宗健

HAROLD WOO

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DR. EVELYN BUCKLEY*

DR. EVELYN BUCKLEY博士*

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鄭雅各

DR. LEONARD LAM

林偉良博士

ESTHER LAU

劉龔恕

BARBARA NICKELL

BARBARA NICKELL

RAYMOND CHAN

陳偉文

* Members of the Executive Committee

執行委員會成員

Leadership Team 行政管理

KATHY TAM - Executive Director

行政總監 - 譚宋品潔

JANE TSE - Director of Care

護理主管 - 謝成爾靜

WALTER YU - Director of Finance & Hospitality

財務及客務主管 - 余永耀

Photos By Infused Studios

2011 ANNUAL REPORT 榮基年報

OUR VISION

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

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。

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.

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。

OUR VALUES

Fairness, Integrity, Respect, Service, Teamwork.

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。

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

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