



**WINGKEI**

REPORT TO THE COMMUNITY

榮 基 報 告

— 2014 - 2015 —

## MESSAGE FROM THE BOARD CHAIR & CHIEF EXECUTIVE OFFICER



*Esther Lau*

**ESTHER LAU**  
Chair, Board of Directors



*Kathy Tam*

**KATHY TAM**  
Chief Executive Officer

### A DECADE OF LOVE, SERVICE & GRATITUDE

When you look at the Wing Kei timeline, it is remarkable what our organization has achieved in the last decade—solid leadership, a strong relationship with Alberta Health Services and Exemplary Standing from Accreditation Canada, the highest possible score, that reflects our focus on safe, quality care.

Before this ten years though, is the ten before—the years that the founders of our organization took Wing Kei from a vision to reality. We are thankful for the mentorship of Bethany Care Centre who helped guide and support us as we pioneered our unique, culturally-appropriate approach to caring for seniors.

Four lessons have been reinforced for us in the last ten years. First, we must uphold our core values in providing safe, quality care and serving with love. We have been faithful stewards in managing all our resources. Second, our community is critical to our success. Our funder, families, partner organizations, educational institutions, church groups and volunteers are always behind us, supporting our work and always helping us to enhance care. Third, our team is our lifeline. Their sense of collaboration, commitment and service is present in every instance, in every decision and in every gesture.

Fourth, and above all, we are grateful for God's guidance. It is with confidence in providence that we are able to help meet the needs of Calgary's aging population by expanding our service year after year. In 2005, we began our journey by offering long term care services to seniors. Between 2007 and 2013, we provided home care to over 200 seniors in nine Calgary neighbourhoods. Our Adult Day Program was added in 2012 to provide cognitive support to seniors and respite to their caregivers. And, in 2014 our newly-built facility, Wing Kei Greenview, opened and offered supportive living services for seniors.

This year, like the ten before it, was busy and exciting. We were blessed with many joyful events in the past 12 months. In February, the Premier of Alberta officiated the Greenview Opening Ceremony. In March, we received the good news that the provincial government awarded Wing Kei \$5,000,000 in ASLI (Affordable Supportive Living Initiative) funding to build the second phase of Wing Kei Greenview. And we received even more encouraging news when we were nominated for the Minister's Seniors Service Award.

On behalf of Wing Kei, thanks to all who have constantly supported us. It does our heart good to know that you share our joy and excitement in serving seniors.



## THE WING KEI SPIRIT

Servant leadership prevails at Wing Kei. Staff, volunteers, residents and families live our core values of fairness, integrity, respect, service and teamwork. These values are demonstrated in how we make decisions, provide service and communicate.

## CULTIVATING A LOVING ATMOSPHERE

We commit to meeting the physical, social and emotional needs of residents in a Christian environment. We encourage familiarity so residents feel at home—in their relationships, in how they communicate and in the food they eat.

In a survey, 97% of staff say they are satisfied with working at Wing Kei because of this sense of being at home. They relate to residents as their own parents.

We function as a big family—residents, staff and the community.



## ENABLING AN OUTSTANDING DEDICATED TEAM OF STAFF

We are grateful for our team of truly wonderful staff. Their ideas and smiles make for light work. Our statistics tell a story about our team. We have among the lowest rates of turnover (5%) and sick time (1%) in the province. Staff attend meetings, training, workshops and conferences. They use best practice in doing their jobs, based on research and evidence. They are accountable to one another. They are earnest in planning, implementing and evaluating each individual resident's care plan. They are the nucleus of our Wing Kei family.

## ENHANCING CARE THROUGH INNOVATION & TECHNOLOGY

In 2009, all frontline staff began using electronic documentation to monitor resident care plans. This has improved communication, reduced paperwork and increased the amount of time staff can provide direct care to residents.





## MAKING SAFETY A PRIORITY

We are conscientious and diligent with safety—with residents and with our home.

Our interdisciplinary teams focus on keeping residents healthy by preventing falls and infections and supporting proper skin care and nutrition.

And our facilities team focuses on keeping our home safe with detailed emergency plans for fire and flood and regular maintenance throughout. We always receive full marks in safety audits.



## BUILDING A STRONG COMMUNITY

The Chinese Christian Wing Kei Nursing Home Association is a community-based, not-for-profit organization established in 1996 by a group of dedicated volunteers. Most continue to serve on the Board of Directors today.

From 2005 to now, over 1,000 volunteers have offered their precious time and talent to support Wing Kei. Individuals, church groups and organizations offer their assistance in special events and activities, donating both time and resources. Our volunteers range from kindergarten students to seniors.

In 2014 alone, 500 volunteers contributed approximately 18,000 hours of service. They help us realize our vision of preserving and improving seniors' quality of life with Christian love.





## GROWING TO SERVE

Thanks to the incredible support of our staff, community and Alberta Health Services, in October 2014 we successfully opened our second facility, Wing Kei Greenview. Wing Kei Greenview is a 95-bed supportive living facility, offering seniors who require some personal and health care assistance, a homelike environment to live and thrive.

Building a new facility from the ground up is both challenging and fulfilling. It requires equal measures of teamwork, commitment, faith and hope. Like many other projects, Wing Kei Greenview felt the effects of a growing economy in Calgary which resulted in an increased demand for contractors and materials. While there was a delay in opening the facility by a few months it did not at all hinder the enthusiasm of our team, who continued to work diligently to prepare and commission the building to welcome residents.

Supportive living has become more popular in the last several years, increasing the spectrum of care available to seniors. To help our community better understand supportive living, we made presentations, offered education sessions and took people on tours. It took time, but all 95 suites at Wing Kei Greenview are now filled. We have received many accolades from residents who are so pleased with their new home, which includes a greenhouse, walking track and many common areas to socialize.

We are honoured to be serving seniors, offering them and their families choice in care based on their needs. We take immense pride in the culture of Wing Kei as a family. That's how we relate to each other and to the seniors we serve. We have one management team that oversees both facilities and a critical mass of staff who moved from working at the Wing Kei Care Centre to Wing Kei Greenview. This means our culture of love and service permeates through both facilities and is demonstrated everyday in how we make decisions based on our values, our team effort and diligent staff who work hard each and every day to make sure those in their care are comfortable and content.









## 2005 – 2015 THE TEN YEAR MILESTONE OF WING KEI CARE CENTRE

- 2005 Premier Ralph Klein officiates opening of the Wing Kei Care Centre on May 28
- 2006 Awarded an Alberta Health Services contract to provide home care services to seniors.
- 2007 Appointed Mrs. Kathy Tam as Executive Director of the Wing Kei Care Centre.
- 2008 Expansion plan approved by the Board of Directors.
- 2009 Purchased 1.5 acres of land in Greenview.  
Received \$6.5 million in Affordable Supportive Living Initiative (ASLI) grant funding from the provincial government for Wing Kei Greenview.
- 2010 Groundbreaking of Wing Kei Greenview.
- 2012 Awarded \$2.5 million in ASLI funding for Wing Kei Greenview.  
Began the Adult Day Program in September for seniors with chronic conditions.
- 2013 Received Exemplary Standing – the highest possible rating – from Accreditation Canada.
- 2014 Commissioned Wing Kei Greenview in October.
- 2015 Premier Jim Prentice officiates opening of Wing Kei Greenview on February 13.  
Awarded \$5 million in ASLI funding in March towards the construction of the second phase of Wing Kei Greenview.  
Nominated to receive the Minister's Seniors Service Award.







## 榮基護理中心十年(2005-2015)大事記

- 2005年** 5月28日前亞省省長簡欣為榮基護理中心主持開幕儀式
- 2006年** 獲亞省醫療服務局頒與家居護理服務合約
- 2007年** 行政總監譚宋品潔履任
- 2008年** 董事局通過擴建計劃
- 2009年** 購入1.5英畝Greenview區地皮  
獲省府ASLI Grant撥款650萬元興建榮基翠景中心
- 2010年** 榮基翠景中心動土禮
- 2012年** 獲省府ASLI Grant再次撥款250萬元興建榮基翠景中心  
9月展開「日間護理服務」
- 2013年** 獲加拿大衛生服務鑑定委員會頒發模範級榮譽
- 2014年** 10月榮基翠景中心落成啟用
- 2015年** 2月13日亞省省長彭司主持榮基翠景中心開幕儀式  
3月獲省府ASLI Grant撥款500萬元興建榮基翠景中心第二期  
榮獲提名競逐Minister's Seniors Service Award

## THEN & NOW 十年比較

	2005 年	2014 年
No. of Residents 院友人數	89 (Long Term Care 長期護理)	135 (Long Term Care 長期護理) 95 (Supportive Living 輔助護理) 64 (Adult Day Program 日間護理)
No. of Staff 員工人數	158	294
No. of volunteers 義工人數	150	500
Annual operating fund 全年經費	\$4,200,000	\$14,100,000



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, 2014 and December 31, 2013 二零一四及二零一三年十二月三十一日

	31-Dec-14	31-Dec-13
<b>Assets 資產</b>		
Current assets 流動資產	\$ 5,056,579	\$ 4,237,835
Tangible capital assets 固定資產	48,302,412	50,680,689
Total assets 總資產	<b>\$53,358,991</b>	<b>\$54,918,524</b>
<b>Liabilities and Fund Balances 負債及基金結餘</b>		
Current liabilities 短期負債	\$ 2,074,946	\$ 11,281,873
Long-term liabilities 長期負債	14,806,078	7,650,277
Fund balances 基金結餘	35,526,967	35,180,374
Reserve for capital maintenance expenditures 維修開支儲備資金	951,000	806,000
Total liabilities and fund balances 總負債及基金結餘	<b>\$53,358,991</b>	<b>\$54,918,524</b>

Note 註釋

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.

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 & CHANGES IN FUND BALANCES**

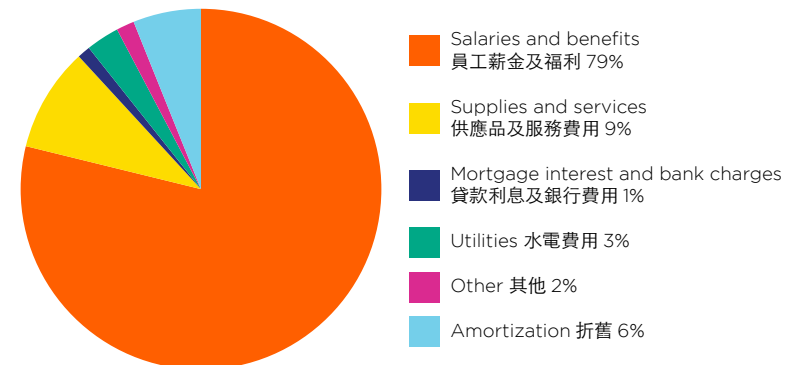
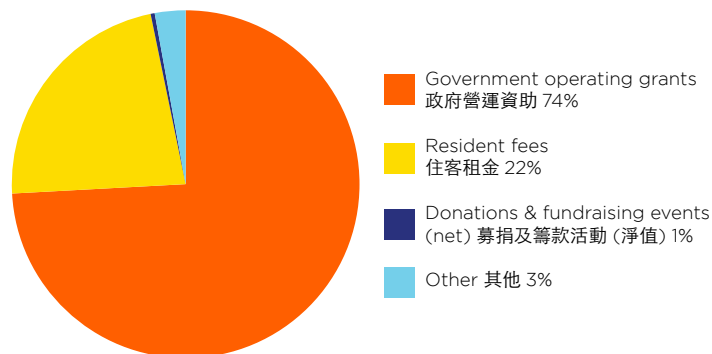
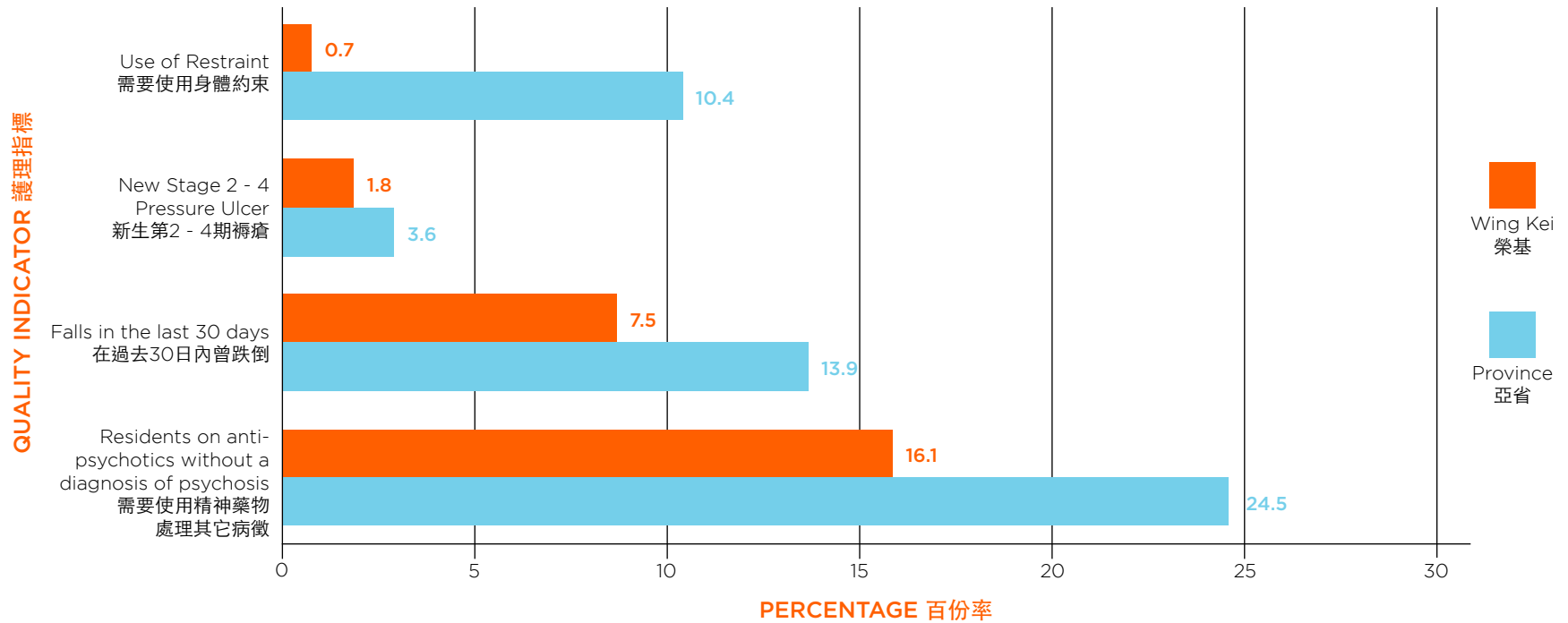
**營運簡報與基金結餘變動簡報**

For the years ended December 31, 2014 and December 31, 2013 二零一四及二零一三年十二月三十一日

	31-Dec-14	31-Dec-13
<b>Revenue 收入</b>		
Government operating grants 政府營運資助	\$10,260,590	\$ 11,298,039
Resident fees 住客租金	3,131,322	2,919,921
Donations & fundraising events (net) 募捐及籌款活動 (淨值)	52,232	437,060
Other 其他	395,445	269,667
	<b>\$13,839,589</b>	<b>\$14,924,687</b>
<b>Expenses 支出</b>		
Salaries and benefits 員工薪金及福利	10,522,357	11,610,023
Supplies and services 供應品及服務費用	1,245,133	1,286,726
Mortgage interest and bank charges 貸款利息及銀行費用	154,733	163,752
Utilities 水電費用	397,045	292,260
Other 其他	215,224	229,708
Amortization 折舊	813,504	768,143
	<b>\$13,347,996</b>	<b>\$14,350,612</b>
Excess of revenue over expenses 年度盈餘	491,593	574,075
Fund balance, beginning of year 資金結餘, 年初	35,986,374	35,412,299
Fund balance, end of year 資金結餘, 年末	<b>\$36,477,967</b>	<b>\$35,986,374</b>

## 2014 QUALITY INDICATOR COMPARISON 2014年護理指標比較

Data based on Alberta Continuing Care Information System Jan - Dec 2014  
根據 Alberta Continuing Care Information System 2014年1月至12月數據





Wing Kei's 1st Golf Tournament – August 6, 2014  
第一屆榮基高爾夫球賽 (2014年8月6日)



Wing Kei Walkathon 2014  
2014 榮基百萬行

Wing Kei Greenview hosted the Affordable Supportive Living Initiative (ASLI) grant announcement by Premier Jim Prentice on October 20, 2014.  
2014年10月20日省長彭司於榮基翠景中心宣佈省府撥款興建「輔助生活模式」院舍，增加長期護理服務宿位。



Greenview Commissioning Ceremony on Oct 17, 2014  
2014年10月17日感恩暨榮基翠景中心員工差遣禮



Wing Kei Greenview 榮基翠景中心



Eitha Lau

劉龔恕  
董事局主席

## 董事局主席與行政總裁的話

我們謹向社群匯報榮基2014年的業績，同時更與大家分享榮基護理中心慶祝十週年(2005 - 2015)的喜樂。

護理中心成立之始，創業維艱，感謝神的恩典，蒙伯大尼護理中心拔刀襄助，又藉榮基領導層的苦心孤詣，運籌帷幄，帶動上下人等，以不畏難的團隊精神，默默耕耘，經過十年時間，終於獲得亞省醫療服務局的肯定，社區的稱譽，與及加拿大衛生服務鑑定委員會的頒與模範級榮銜。

在十年的奮鬥過程中，榮基領悟到持守核心價值的重要，成功的締造了安全第一，以愛為本的優質護理；學習到靈巧的善用資源和作忠心管家；並且懂得欣賞義工的貢獻和院友及家屬的支持鼓勵。更感恩的是神引領我們高瞻遠矚，把握機會，排除萬難的去配合卡城人口老化的需要，按年增加服務。

2005年護理中心開始提供長期護理服務，2007 - 2013曾統籌家居護理，2012年增設日間護理，2014年底新建的榮基翠景中心更提供輔助護理。對一般華人而言，原來輔助護理是一個嶄新的概念，故榮基在去年秋季積極四出向社群作詳細解釋。

2014年我們既忙碌又興奮；八、九月間行政階層忙著招聘、訓練及調動員工，為翠景的展開服務準備就緒。十一月終在密羅緊鼓中完成翠景的建築和裝修工程，跟著才按步迎接長者入住。過去十二個月可謂喜事重重。2015年二月省長蒞臨為翠景主持開幕典禮。更叫人雀躍的是亞省政府在三月公佈給榮基撥款500萬元，作為擴建翠景第二期之用，期間又獲提名角逐服務長者之義工獎。

榮基的成就，華人社區每一份子都與有榮焉，我們衷心感謝你們一直以來的信任和愛護，深願你們繼續支持鼓勵，好讓卡城華人長者得蒙福祉。



Dorothy Tse

譚宋品潔  
行政總裁



# 不一樣的護理

## 榮基精神

榮基強調僕人心態的領導模式，積極鼓勵員工、義工、院友和家屬，無論在決策、運作、服務和交往上均堅守榮基的核心價值：處事公正、誠信正直、彼此尊重、忠心服侍、團結合作。

## 營造愛心洋溢的家庭氣氛

我們立志要以基督的愛去滿足院友身心靈的需要，讓榮基成為他們被愛護和尊重的家 — 可以吃到中國飯菜，在溝通上沒有語言隔阂。員工在問卷調查中，97%表示能成為榮基大家庭的一份子而感滿足，他們視院友如自己家中的長輩，處處關懷體諒。



## 組成一隊委身勤奮的精英團隊

2014年榮基員工的離職率只有5%，是屬於亞省護理院中人事調動最低的一族，員工請病假時間亦僅為他們有薪工作時間的1%，這也列為亞省護理院中員工因病請假最少的一群。

護理員工經常接受在職訓練，又有機會出席員工論壇，大家客觀地檢討評估，費盡心思為每一位院友去計劃和實踐最適切的護理。



## 善用科技，力求盡善盡美

2009年，榮基引用電子科技，代替傳統紙筆記錄的方法，所有前線服務員工都採用電腦記錄檔案，一方面可以保證記錄的準確，增進彼此有效的溝通，另一方面亦減少了筆錄的繁冗，節省下來的時間可用來直接服侍院友。

2014年榮基獲ICCER (Institute for Continuing Care Education & Research) 撥款\$10,000，與亞伯達省大學、卡加利大學及伯大尼護理中心攜手合作，進行有關護理的研究項目。





## 安全第一

院舍的安全，無論是防火或緊急的水電供應都有經常的測試，藥物的分配和服用的安全措施亦非常嚴謹，榮基在護理上有「多元專業團隊」（當中包括了醫生、護士、藥劑師、營養師、康樂治療師、職業治療師、社會福利工作人員與及亞省醫療服務局的個案經理），他們一同合作，盡量防止院友跌倒和疾病傳染，增強皮膚護理，控制飲食營養和體重下降，以致院友得到安全和健康的保障。

過去多年，榮基院友全年跌倒的次數比全省長期護理的平均數字為低，這是我們努力的成果。



## 義工踴躍支持襄助

華人基督教榮基護老會於1996年由一群志願人士組成，其中多人現今仍在董事局內就任，義務為榮基的政策及長遠策略出心出力。

自2005年至今，超過1,000名義工人士為榮基貢獻他們的時間和本領，當中有老有少，有以個人身份，亦有以教會、團體機構的來參與。

單是2014年，已經有大概500位義工貢獻了超過18,000小時，他們與院友交談、慰問，協助員工帶領康樂活動及從旁襄助其它服務，令護理更完善，院友生活更多樂趣。









## 茁壯成長, 延伸服務

感謝榮基員工、社區和亞省醫療服務局的鼎力支持，使我們的第二間院舍——榮基翠景中心——能成功的在2014年10月開幕啟用。榮基翠景中心有95個輔助護理床位，讓需要一些個人護理的長者在家居環境中安享健壯。

能夠興建一座護理院，誠然叫人感到欣慰，但當中所遇到的挑戰也實在不少。我們需要團隊的合作、委身的精神，同時更需懷著無比的信心和盼望，才能完成此重任。翠景建築期間，適逢卡城經濟蓬勃，因此受到工人與材料求過於供的影響。雖然工程完竣日期耽延了數月，但這都沒有令我們興奮熱切之情減退，榮基員工仍不斷繼續為院舍的啟用和服務長者全力以赴作好準備。

近年來，輔助護理服務漸受歡迎，因為這擴闊了提供長者護理的範圍。為促進社區人士對輔助護理服務的了解和認識，我們曾舉辦講座，並帶領小組到院舍參觀，至今為止榮基翠景中心的入住名額已滿。院舍設備齊全，有室內花園，步行小徑，還有許多寬敞的空間供大家閒坐聊天，長者入住後，都讚口不絕。

榮基有幸能按著長者與他們家人的需要，提供護理服務的選擇，更叫我們引以為傲的就是護理人員與院友相處如家人，在榮基的大家庭中相親相愛。榮基護理中心與榮基翠景中心的運作和員工，均由同一管理團隊監管，其實大部分在翠景工作的員工都是由榮基護理中心調派過來，目的是要在兩間院舍內維持榮基以愛服侍的獨特精神。為要使長者滿足舒適，我們每日在行事決策上都竭力秉承榮基的核心價值。



## BOARD OF DIRECTORS 董事局



Mrs. Esther Lau, Chair\*  
主席劉龔恕女士



Mr. Jack Li, Vice Chair\*  
副主席李顯華先生



Mrs. Amy Chew, Treasurer\*  
財政周燕薇女士



Mrs. Barbara Nickell, Secretary\*  
文書 Mrs. Barbara Nickell



Mr. Raymond Chan  
陳偉文先生



Mr. Philip Chang  
張加恩先生



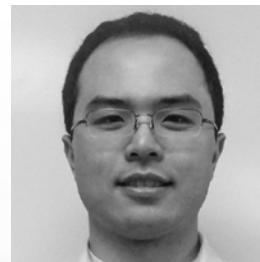
Mrs. Marjorie Cheng  
鄭黃麗娟女士



Mrs. Judith Hanson



Mrs. Angela Lau  
劉彭淑華女士



Mr. Gentson Leung  
梁恩信先生



Mr. Vincent Leung  
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