

Villa Cathay Care Home Society
Staff Self-Reflection for Organizational Alignment
華宮安老院員工自我評估工具—達到組織的目標

All staff in Villa Cathay need to know the vision, mission, and the values of our organization. When our personal goal is in alignment with the organizational vision, mission, and values, we can have the utmost fulfillment in our career as well as the purpose of life.

華宮安老院的所有員工都需要了解組織的願景、使命和價值觀。當個人目標與組織的願景、使命和價值觀保持一致時，方可以在職業生涯及人生目標中獲得最大的滿足。

Our Vision 我們的願景:

- To become a model of excellence in the care home industry.
成為長期護理領域的一個卓越典範。

Our mission 我們的使命:

- To provide compassionate professional service for seniors to maintain their dignity.
為長者提供富有愛心的專業服務，以維護他們的尊嚴。

Our values 我們的價值觀:

- Love: We foster a caring atmosphere and provide a safe haven to support seniors who enter a new chapter in their lives through compassion and kindness.
愛心：我們營造關愛的氛圍，為長者在進入人生的新篇章時，提供充滿關心與善意的避風港。
- Respect: We value and honor the wisdom and experience of each resident and family. We promote honest and open dialogue with residents and families with courtesy and professionalism
尊重：我們重視每位長者及家人的智慧和經驗，並以有禮與專業的態度來促進團隊與長者和家人之間誠實及開放的對話。
- Dignity: We value quality of life and support our residents in maintaining their abilities and cultivating their potentials.
尊嚴：我們重視生命的質素，並全力支持長者盡可能維持其能力並開發潛能。
- Wellness: We promote holistic wellness through providing the highest caliber of care in meeting daily needs and wellness of our seniors
健康：我們提供高水平的護理來滿足長者的日常需求和整體健康。
- Innovation: We strive to provide innovative services to meet new and emerging professional standards in health care.
創新：我們致力於提供創新的服務內容，以滿足新興的專業照顧標準。

Summary of Behavior Expectations for Villa Cathay Care Home Staff

華宮安老院員工行為指標

In the work we do, the quality of relationship we establish with the seniors plays an important role in transforming Villa Cathay from a house to a home for them. Reaching this goal, undoubtedly, also takes the persistent collaboration of all team members. The following are the key behavioral expectations for all staff of Villa Cathay Care Home.

在這個照顧專業中，我們和長者建立的關係，對於可否使華宮安老院從一個長者的住處變成他們所認同的溫馨家園，有極關鍵的影響；達成這個目標也需要團隊中每個成員的持續努力與合作。以下是華宮安老院所有團隊成員的行為指標：

Serving and Supporting Our Residents 在服務長者時：

- We treat each person as an individual, value each person's uniqueness, abilities, and potentials.
我們重視每一位長者的獨特性，並重視每個人獨特的需要、能力、與潛能。
- We take direction for care and service from the resident and determine our work schedule based on residents' unique needs.
我們會根據長者的指引來提供護理和服務，並根據每位的獨特需求，來安排自己的工作時間表。
- We build positive relationship (use positive language instead of "no") and attend to resident's subjective satisfaction.
我們與每位長者建立正向的關係（以「好」代替說「不」），並且關注長者的主觀經驗。
- We support residents' holistic wellbeing, and this includes not only their health, relationship and connections with families and community, and also their purpose in life.
我們會支持長者的整體福祉，這不僅是他們的整體健康，更包含了與家庭和社區的關係和聯繫，以及他們的生命目的。
- We treat everyone with respect and kindness.
我們以尊重和友善的態度對待每位長者。
- We interact with everyone with pleasant and welcoming demeanors and inspire positive care atmosphere.
我們會用愉快且親切的方式與每個人互動，並創造正面積極的照顧氛圍。
- We recognize that the relationship with residents is one that carries special responsibility
我們了解可以參與長者的照顧是一種珍貴的責任。
- We understand that residents and families have gone through tough decisions to move into a care home and will support them through the transitional process with empathy
我們了解，讓長者入住安老院對他們自己和家人是艱難的決定，我們會將心比心，這個生命歷程轉變過程中提供長者他們所需要的支持。

- We realize that staff works in the residents' home as opposed to the resident living in our workplace.
我們了解，是我們自己在長者的家裡工作，而不是長者住在我們的工作場所(長者是主，而我們是客)。
- We recognize the every disruptive behavior has an unmet need. We will apply gentle persuasive approach to understand and address the needs
我們知道到每種行為病徵都有它背後的原因，與未受到滿足的需要，我們會採取溫和說服的方式來了解並滿足長者行為背後的需要。

Holding Ourselves Accountable and Working as a Team 我們會自我要求並團隊合作

- We ensure we have the knowledge, skills and correct tools to do our work.
我們會確保我們持有需要做好自己工作的知識、技能、和正確的工具。
- We take responsibility for performing our work to a high standard.
我們會負起責任，以高標準完成自己的工作。
- We hold ourselves to consistent standards that inspire trust and confidence.
我們會堅持一致的高標準，以獲取信任和信心。
- We strive for excellence of our care and service through continuous Improvement and Innovation to make the life of our residents and each other better.
我透過不斷的改善和創新來追求卓越的照顧及服務品質，以改善長者的生活及彼此的工作。
- We take care of our health so that we can perform our work.
我們會照顧好自己的健康，以執行自己的工作。
- We come to work when scheduled to be here and make the time we are at work meaningful to ourselves and our residents.
我們會按時上班，並善用工作時間，讓每一分每一秒都對自己和長者充滿意義。
- We take responsibility to share and acquire important information.
我們會負起分享資料和獲取重要工作信息的責任。
- We seek assistance when faced with an uncertain situation.
面對不確定的情況，我們會尋求協助。
- We help build up the sense of confidence and belonging of our residents, families, coworkers, and volunteers.
我們會全力幫助長者、其家人、其他同事、及義工朋友建立信心和歸屬感，成為華宮的一份子。
- We bring our passions and gifts (unique talents) to work.
我們會將熱情和自己的天賦(獨特的才華)貢獻在工作中。
- We participate positively on our teams and know that we can achieve more together.
我們會積極地參與團隊的工作，並知道團結合作可以達到更多。
- We work to help everyone succeed.
我們會致力於幫助每位長者及團隊成員獲取成功。

- We communicate with each other with respect and constructively.
我們會用互相尊重的方式進行有建設性的溝通。

Developing the Community and Organization 促成社區合作並華宮長遠的發展而努力

- We understand the intent and purpose of our work policies and procedures, practice standards, legislation, and principles and follow the essence of them.
我們會去了解工作政策與守則、專業標準、相關的立法、政策、及工作原則的精神和目的，並隨時依據其立意與精神執行自己的工作。
- We work to keep residents, visitors, volunteers and ourselves feel safe and included.
我們會努力讓長者、訪客、義工、和團隊彼此感到安全並有歸屬感。
- We follow established policies and procedures for safety and maintain good working habits.
我們會遵循既有的工作安全政策和程序，並保持良好的工作習慣。
- We take responsibility for our own safety and that of others.
我們會盡自己的義務為自己和他人的安全應負的責任。
- We make efforts to learn and improve our knowledge and skills.
我們會努力學習和提高我們的知識和技能。
- We help the community know what we do to serve seniors and community.
我們會協助社區了解我們可以為長者和社區提供的服務。
- We recognize that we are one of the few culturally care homes for our seniors and the significance for us to uphold high quality service.
我們了解華宮安老院是少數專門為長者提供特殊文化照顧的安老院之一，因此，維持高品質的服務更顯重要。
- We look for opportunities to make things better for residents and staff.
我們會不斷尋找機會為長者和團隊成員提供更好的服務。
- We embrace changes that are improvements.
我們會全心接受為改善品質所帶來的改變。
- We appreciated the support we receive from our society and community and will do our part to give back.
對於社會和社區的支持我們能誠意表達感謝，並且回饋社區。

Villa Cathay Care Home Employee Reflection

華宮安老院員工自我評估報告

Employee Name 員工姓名:	Position Title 職位:	Status 工種: FT PT CAS Department 部門:
Date of Hire 受雇日期:	Date of this self-reflection 完成自我評估日期:	

Review 感想

Please review the “Summary of Behavior Expectations” for Villa Cathay Care Home Staff. Discuss how your efforts made a positive difference and where you would like to do more. 在詳閱華宮安老院員工行為指標摘要後，請敘述您這年來的努力發生了哪些正面的影響，以及您希望在哪些方面可以做更多。

Review Courses and Workshops taken during the review period.

請敘述您在這段期間參與的課程或員工訓練。

HOW ARE THINGS GOING 您的工作狀況

What are you proud of? What do you feel you do well?

這份工作的那些部分讓您感到驕傲？您覺得自己在哪些方面做得好？

Do you feel recognized for all you contribute? What helps you feel valued and appreciated?

在工作上，您是否覺得獲得到足夠的肯定？哪些方式讓您覺得自己受到重視及讚賞？

Are there things that make it hard for you to do your job well?

有哪些方面讓您覺得難以做好您的工作?

What makes your employment in Villa Cathay meaningful to you?

在華宮的工作為何讓您覺得有意義?

What can Villa Cathay do to enhance your engagement?

華宮安老院可以做些甚麼讓您對這份工作有更多認同感?

Moving Forward 放眼未來

What actions will you take to continue to meet our mission and values in the next year?

在下一年度，您會採取哪些行動來完成華宮的使命與價值?

If you could name one change you could make that would help your team improve, what would it be and what do you see as a first step to getting there?

如果您可以選一件想改變的事，讓您的團隊更好，您會想改變甚麼?又會如何開始?

Personal Action Plan

個人行動計畫

Based on your self-reflection above, set two action-oriented goals for the year ahead:

根據您以上的個人檢視報告，請為下一年寫下兩個行動目標

- Goal # 1 目標一

Date 日期:

Description 簡述
How do you know you've achieve it (success indicator)? 完成該目標的指標
Action Plan 行動計畫

- Goal # 2 目標二

Date 日期:

Description 簡述
How do you know you've achieve it (success indicator)? 完成該目標的指標
Action Plan 行動計畫

Please keep a copy and also provide your manager a copy. This personal plan will become a part of your next performance discussion. We each play an important part in setting your performance goal and make your employment meaningful to ourselves!

在您完成後，請交給您的直屬上司，並自己留一件備份，做為下一年度的工作評估會談的資料。為自己設定目標並讓自己在華宮的工作有意義，將是我們每一個人的重要工作!