

Villa Cathay Care Home Society
華宮安老院協會



ANNUAL REPORT 2024-2025 年度報告

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Villa Cathay Care Home Society is located on the ancestral and traditional territories of the Coast Salish Nations. We express our honor and gratitude to the Coast Salish peoples and are grateful to work and live on the unceded lands of the Musqueam, Squamish, and Tsleil-Waututh Nations.

華宮安老院協會的院舍位於傳統上屬於 Coast Salish 民族的土地。我們謹此向 Musqueam、Squamish 及 Tsleil-Waututh 等原住民部族表示尊敬及謝意，並答謝原住民讓我們工作和居住在他們祖先的土地上。





Vision

To become a model of excellence in the care home industry.

Mission

To provide compassionate, professional care for seniors to maintain their dignity.

Our Values

- **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.
- **Respect:** We value each resident and honor his or her wisdom and experience. We promote honest and open dialogue with residents and families with courtesy and professionalism.
- **Dignity:** We value quality of life and support our residents in maintaining their abilities and cultivating their potentials.
- **Wellness:** We promote holistic wellness through providing the highest caliber of care in meeting daily needs and wellness of our seniors.
- **Innovation:** We strive to provide innovative services to meet new and emerging professional standards in health care.

我們的願景:

在護理院行業樹立卓越典範。

我們的使命:

提供愛心和專業的照顧，讓長者得以維護尊嚴。

我們的價值觀:

- **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。
- **尊重:**我們重視每位長者及他們的智慧和經驗，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。
- **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。
- **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。
- **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。





The 2024–2025 fiscal year was both eventful and transformative for Villa Cathay Care Home Society (VCCHS). We navigated significant changes within our management team and advanced our use of modern technology to improve operational efficiency. Throughout these changes, we remained steadfast in our pursuit of Accreditation—an essential step to standardize healthcare practices, enhance patient outcomes, and reduce risks—while

continuing to provide the quality, person-centred care our residents expect and deserve.

This year, we bid farewell to Ms. Szuchi Lee, MSW, RCSW, who first joined VCCHS as Administrator in 2011 and later served as Executive Director. Szuchi played a pivotal role in the redevelopment of Villa Cathay Care Home, passionately introduced and implemented person-centred care, and initiated our accreditation process. We extend our sincere gratitude for her dedication and wish her every success in her future endeavours.

Following an exhaustive search and thorough evaluation, we appointed Ms. Joanna Guo, RN, BSN, BA, MSN, as our new Executive Director. Joanna, who has served as Director of Care since 2023, brings a wealth of knowledge, skills, and experience to lead VCCHS in achieving its Mission and Vision.

We also promoted Ms. Claire Zi, RN, BSN, BA, MBA, from Assistant Care Manager (since 2021) to Director of Care. Claire's nursing background includes two years in medical-surgical care and three years in emergency nursing, providing her with a strong foundation in clinical care and crisis management.

Additionally, Ms. May Zhang, Dip. Hosp. Mgmt., NFSM Dip, who has served as Assistant Support Services Manager since 2021, was appointed Support Services Manager following the retirement of our previous Director of Support Services in 2024.

These promotions reflect our commitment to retaining valuable talent, maintaining operational knowledge, and fostering a positive work environment. Our new management team is well-positioned to balance the introduction of innovative technology with the procedures and values that matter most to our residents.

Our accreditation journey continues to progress well. This process is crucial for standardizing healthcare practices, enhancing patient outcomes, and reducing risks. Accreditation enables us to identify areas for improvement and ensures our services remain exemplary. It also fosters a culture of quality and safety, which is essential for the well-being of our residents.

2024–2025財政年度對華宮安老院協會而言，是充滿變革與重要發展的一年。我們經歷了管理團隊的重大調整，並推進現代科技的應用，以提升運營效率。在這些變化過程中，我們始終堅守追求認證的目標——這是把醫療服務標準化的程序，增強護理成果及降低風險的關鍵步驟，同時持續為長者提供他們所期望與應得的高質素、以人為本的照護。

今年，我們送別李思錡女士（社會工作碩士，註冊社工）。她於2011年加入華宮，最初擔任行政主任，後升任院長。李女士在華宮重建計劃中扮演著一個關鍵的角色，熱忱地推動並落實以人為本的照護模式，並啟動了我們的認證流程。我們衷心地感謝她的奉獻，並祝福她未來一切順利。

經過嚴謹的甄選和評估，我們任命郭子涵女士（註冊護士，護理學士及碩士，文學士）為新任院長。郭女士自2023年起擔任華宮的護理總監，具備豐富的知識與經驗，將帶領華宮實現使命與願景。

此外，助理護理經理訾智女士（註冊護士，護理學士，文學士及工商管理碩士）晉升為護理總監。訾女士具備兩年醫療外科護理及三年急症護理經驗，擁有堅實的臨床照護和危機管理的基礎。

同時，自2021年起擔任支援服務助理經理的張美女士（酒店管理文憑，餐飲服務管理文憑）於2024年晉升為支援服務經理，以接替前任支援服務總監退休後的職務。

這些晉升反映出我們對挽留優秀的人才、維持運營知識及營造良好工作環境的承諾。新任管理團隊能夠平衡引入創新科技與堅守院友最重視的程序和價值。

我們的認證之路持續順利地推進。認證對醫療服務標準化、增強護理成果及降低風險至關重要。認證讓我們發現改進的空間，確保服務的質素達到卓越的水平，並營造一個重視質素與安全的文化，保障長者的福祉。



We are deeply grateful to our major donors, whose ongoing support allows us to sustain our Care Enhancement Programs for seniors. Our partnerships with local post-secondary institutions continue to provide complimentary care services for our residents, and the active engagement of our Family Council and Resident Council remains pivotal to our ongoing improvement.

This year, we proudly recognized two of our major donors: Peterson & the Yeung Family, and Tung Lin Kok Yuen, Canada Society. In their honour, we named the East Tower the “Peterson Tower” and the West Pavilion the “Lin Kok Pavilion,” acknowledging their significant contributions.

Throughout this transformative year, our entire team—from frontline staff to administrative personnel—remained steadfast in their commitment. Their tireless efforts ensured the safety and well-being of our seniors, and the success of our transformation would not have been possible without their dedication. For this, we are profoundly grateful.

VCCHS remains committed to deepening community engagement, building partnerships, and securing support for our person-centred care model. Our goal is to continue as the premier long-term care provider in our community.

As the saying goes, “Plus ça change, plus c’est la même chose¹” (the more things change, the more they stay the same). This aptly describes our organization’s eventful and transformative year.

Sincerely,

Kuo Wong

Board Chair, Villa Cathay Care Home Society

我們衷心感謝善長的持續支持，使我們得以維持強化長者照護服務的計劃。與本地高等院校的合作，持續為長者提供額外的免費照護服務；家人委員會與住客委員會的積極參與，亦是我們持續進步的重要推動力。

今年，我們榮幸地表揚兩位善長——培生集團及楊氏家族，以及加拿大東蓮覺苑，華宮的東大樓命名為「培新大樓」，西苑名為「蓮覺苑」，以彰顯他們的重大貢獻。

在這充滿變革的一年中，從前線員工到行政人員，我們的整個團隊始終堅守崗位，他們不懈地努力以確保長者的安全與福祉，轉型的成功離不開他們的奉獻，對此我們深表感謝。

華宮將持續深化對社區的參與，建立與合作夥伴的關係，並穩固以人為本的照護模式。我們的目標是繼續成為社區內卓越的長期護理服務的提供者。

正如法語諺語所說：「變化越多，保持不變的就越多」（越是變化，越是維持本質），這句話恰如其分地描述了我們這豐富且具變革意義的一年。

華宮安老院協會理事會主席
黃國志敬上

Villa Cathay Care Home Society Board of Directors 2024-2025 華宮安老院協會理事會

Chair 主席	Kuo Wong
Secretary 秘書	Dr. Vivian Lo
Treasurer 財政	Mabel Tung
Directors 理事	Alice Choi
	Dr. Sung Ming Chow
	Eva Ho
	Wilfred Wan
	Baldwin Wong
	Florence Wong
	Gordon Yu

¹ Jean-Baptiste Alphonse Karr



Stepping into the role of Executive Director, after two years as Director of Care at Villa Cathay Care Home, is both an honour and a calling. Every day, I am reminded that our work here is about far more than policies, programs, or procedures—it is about people. It is about the lives we touch, the trust we are given, and the moments of connection that turn a care home into a true home. I am deeply grateful to walk this path alongside our residents, their families, and our dedicated team members who pour their hearts into their work.

I also stand on the shoulders of an extraordinary leader, Ms. Szuchi Lee, who for 13 years guided Villa Cathay with vision, courage, and compassion. Szuchi's leadership transformed our community—bringing the Villa Cathay Rejuvenation Project to life, embracing a person-centered care philosophy, guiding us through the uncharted waters of the COVID-19 pandemic, and charting our course toward accreditation. Her legacy is woven into every corner of our home and every interaction with our residents. As Helen Keller so beautifully said, "Alone we can do so little; together we can do so much." That spirit of unity and shared purpose continues to define us.

Building on this strong foundation, our journey forward is one of continuous quality improvement—a living, breathing commitment to doing better every day. Quality is not a checklist to complete; it is a culture we nurture. It is listening deeply to our residents, valuing the ideas of every staff member, and translating those insights into meaningful change. Guided by the belief that "What gets measured, gets improved," we are using evidence, feedback, and innovation to strengthen care, enhance safety, and enrich the daily lives of those we serve. From targeted staff training to open communication with families, from refining our policies to reimagining programs, every step we take is about making excellence our everyday standard.

在擔任華宮安老院護理總監兩年之後，能夠擔任院長一職，對我而言既是一份榮譽，更是一種使命。每天，我都深刻感受到，我們的工作不僅僅是關於政策、規劃或程序——而是關於「人」。關於我們所觸動的生命、我們所承接的信任，以及那些將安老院變成真正「家」的時刻。我非常感恩能與我們的住客、他們的家人，以及全心投入工作的同事們，一起走過這段旅程。

我同時也站在一位傑出領袖的肩膀上——李思錡女士。在過去十三年間，她以信念、勇氣與關懷，帶領我們向前邁進。她的領導深深改變了我們——實現了重建計劃、全面推行以人為本的照護理念、引領我們走過新冠疫情的艱難時期，並帶領我們邁向認證之路。她的精神已經融入我們的每一個角落、每一次與住客的互動之中。正如海倫·凱勒曾說過：「單獨我們能做的很少；齊心協力我們能做的很多。」這種團結與實現共同使命的精神，至今仍然深植在我們的核心價值裡。

在堅實基礎之上，我們的旅程將聚焦於持續的品質提升——這是一份每天力求進步的承諾。品質不是一張待辦清單，而是一種需要培育的文化。它是傾聽住客的聲音、重視每一位員工的意見，並將這些轉化為有意義的改變。我們秉持著「能被衡量的，才能被改善」的信念，透過實證、回饋與創新，強化照護品質、提升安全標準，並豐富住客的日常生活。從有針對性的員工培訓，到與家屬的開放對話；從完善政策到重新構想服務方案——我們所走的每一步，都是為了讓卓越成為日常。

Past Executive Director Szuchi Lee celebrating her 13 years of dedication and leadership with Villa Cathay residents.

前華宮安老院院長李思錡與長者一起慶祝其13年來的貢獻和領導。



Accreditation is not just a goal—it is a powerful catalyst for transformation. It challenges us to look beyond compliance and ask, “How can we do even better?” Each policy review, each practice refinement, and each service enhancement bring us closer to our highest calling: ensuring every resident lives with dignity, respect, and joy in a place they are proud to call home.

None of this would be possible without the generosity, trust, and belief of our donors, family members, community partners, and stakeholders. Your support fuels our ability to respond quickly, to invest in innovation, and to dream boldly.

Guided by this shared commitment, our vision is to deepen Villa Cathay’s role as a model of excellence in long-term care—where tradition and innovation come together to create a place of healing, belonging, and community. With compassion as our foundation and collaboration as our strength, we will continue to grow, adapt, and lead with purpose, ensuring Villa Cathay remains a place where every resident is honoured and every life is celebrated.

As we move toward accreditation and beyond, I am filled with optimism for what lies ahead. Together, we will continue to build a vibrant, compassionate community where each person is known, valued, and celebrated. Together, we will ensure that Villa Cathay remains not just a place of care, but a place of life, love, and hope.

Sincerely,

Joanna Guo

Executive Director, Villa Cathay Care Home Society

認證不僅是一個目標——它更有一股推動轉變的強大力量。它促使我們超越合規的框架，勇敢地問自己：「我們還能做得更好嗎？」每一次的檢視、流程優化與服務提升，都讓我們更接近最高的使命：確保每一位住客都能有尊嚴、受尊重並懷著喜悅地生活在一個自己引以為傲的家園。

沒有善長、家屬、社區夥伴的慷慨支持與信任，我們無法成就這一切。您的支持讓我們能迅速回應需求、創新、並懷抱更大的夢想。

秉持這份共同承諾，我們的願景是深化華宮安老院作為長期護理典範的角色——在這裡，傳統與創新相融，營造一個充滿治癒、歸屬與社群的家園。以關懷為根基、以協作為力量，我們將持續成長、適應與堅定前行，確保華宮安老院始終是一個尊重每位長者、並慶賀每段生命的地方。

當我們邁向認證與更遠的未來時，我對前方的旅程充滿信心與盼望。讓我們攜手，繼續打造一個充滿活力與關愛的家園，讓每一位住客都被看見、被重視、被珍惜。讓華宮，不只是提供照護的地方，更是充滿生命、愛與希望的家園。

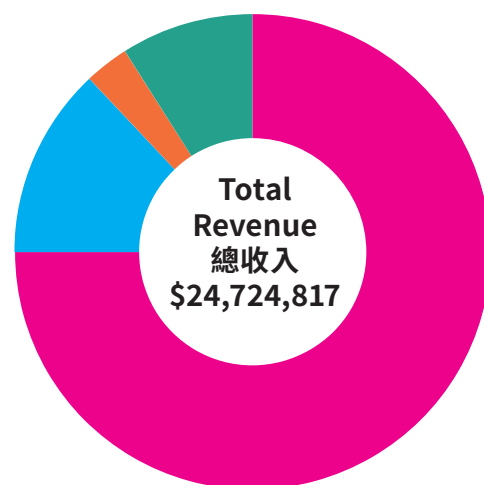
華宮安老院院長
郭子涵敬上





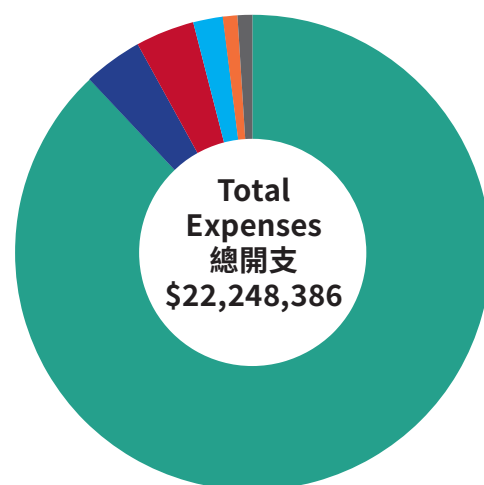
Revenue 收入

■ 75.09% Government Operating Grants 營運政府撥款	■ 13.15% Residents' Monthly Fees 長者月費
■ 2.52% Private-Pay Beds Monthly Fees 自費床位月費	■ 9.24% Other Income 其他收入



Expenses 開支

■ 87.95% Care and Support Programs 護理及支援服務	■ 4.87% Food Costs and Meal Supplies 食品及餐飲
■ 4.64% Building and Maintenance 院舍保養及維修	■ 2.25% Insurance, Professional Fees and Office Expenses 保險、專業費用和辦公室開支
■ 0.20% Property Taxes 地稅	■ 0.08% Training and Development 員工培訓和發展



Fundraising 籌款

Fundraising Revenue 善款總數	■	\$ 982,303
Fundraising Expenses 籌款開支	■	\$ 206,344





Seniors served
服務長者人數

220



Flu Shots
Administered
to Residents
長者接種預防感冒
疫苗數目

148



COVID-19
Booster Shots
Administered
to Residents
長者接種新冠加強劑
疫苗數目

393



Pneumococcal
Vaccine
Administered
to Residents
長者接種肺炎鏈球菌
疫苗數目

59



Podiatry Service
Sessions
足科服務次數

354



Residents Served by
Mobile Optometrist
流動驗光師服務
長者人數

49



Hours of
Rehabilitation
Offered
復康服務小時

1930



Number of
New Hire
新聘員工人數

47



Number of Staff
Members
總員工人數

389



Total In-Person
Staff Training Hours
Delivered
員工面授培訓總時數

118

At Villa Cathay, training is a shared journey. Our team participates in sessions ranging from safety protocols to new approaches in person-centered care—each designed to strengthen our ability to deliver the best possible support. Our residents also take part in training activities to stay prepared. For example, during the Annual ShakeOutBC emergency preparedness drill, they practiced the essential steps of “Drop, Cover, and Hold On.”

在華宮，培訓是大家一起成長的旅程。我們的團隊積極參與各類訓練，從安全守則到以人為本的照護新方法——每一次學習都讓我們更有能力為長者提供最貼心的照顧。同時，長者們也會一起參與培訓，提升自我保護的意識。例如，在一年一度的卑詩省地震演習 (ShakeOutBC) 中，大家一同練習了「趴下、掩護、抓牢」的重要步驟。

透過持續學習與互相支持，華宮凝聚成一個更安全、更有愛的家園，讓長者每天都能安心、舒心地生活。

By embracing continuous learning together, we foster the highest quality of care and ensure a safer home for everyone at Villa Cathay.





Our Youngest Resident 最年輕的住客:
Lawrence turned 60 right here at Villa Cathay!
Lawrence 在華宮慶祝了他的 60 歲生日!



One of Our Eldest Residents 我們最年長的住客之一:
Mrs. Hui will turn 103 soon! 許婆婆即將慶祝 103 歲生日!



Top Three Favourite Activities 最受歡迎的三大活動:

- ♥ Bus Outing 巴士外遊
- ♥ Mahjong 打麻雀
- ♥ Live Performance 現場表演



Top Three Favourite Entrees 最受歡迎的三大餐點:

- ♥ Marinated Chicken Wings 滷水雞翼
- ♥ Pan-fried Black Cod 煎黑魚
- ♥ Roasted Pork 烤肉



Most Spoken Resident Languages 長者主要語言:

- ♥ Toishanese 台山話
- ♥ Cantonese 廣東話



Most common birth months 最多生日的月份:

- ♥ October 十月
- ♥ November 十一月

(22 residents each
每月各 22 位長者)



Equipment Our Residents Rely On 長者需要的護理設備



When a resident experiences difficulty urinating, and after other factors have been ruled out, measuring the volume of urine in the bladder helps identify whether urinary retention is the cause. For residents living with dementia or speech difficulties, it can be especially challenging to communicate needs such as “I need to use the bathroom” or “I don’t feel well.” In these cases, invasive catheterization or even a hospital transfer for further testing may become necessary.

Thanks to the generosity of Estella Lang, Villa Cathay now has a Bladder Scanner. This non-invasive tool lets staff quickly and accurately assess urinary retention, helping residents avoid unnecessary catheterization and reducing risks like infections or kidney complications. It also gives our care team the insights to adjust fluid intake, medications, and daily routines—ensuring every resident experiences greater comfort, dignity, and quality of life.

當護理人員發現長者出現排尿困難時，若已排除其他因素，便需要檢查膀胱內的尿流量。對於患有腦退化症或語言障礙的長者，他們往往難以清楚表達「我想上廁所」或「我感到不適」，在這種情況下，可能需要使用侵入性的導尿管來協助，或送院作進一步檢查。

承蒙 Estella Lang 的慷慨支持，華宮現已添置膀胱掃描儀。這台設備能快速且非侵入性地測量膀胱容量，幫助護理人員更準確地判斷長者是否有尿液滯留。掌握這些資訊，不僅能避免不必要的導尿操作，亦能及早降低泌尿道感染及腎臟併發症的風險。同時，護理團隊也能根據長者的個別需要，調整飲水、藥物及日常護理計劃，進一步提升他們的舒適度與生活品質。

Many of our residents face mobility challenges or muscle weakness, making even simple movements—such as transferring from a bed to a chair or standing up—impossible without assistance. Thanks to the generosity of the Vancouver Shaughnessy Lions Club, Villa Cathay has received a much-needed transfer lift, greatly enhancing both the safety and comfort of our residents.

許多長者因行動不便或肌力衰退，即使是從床上移動到椅子上或站立等簡單動作，也無法在沒有協助下完成。感謝溫哥華善樂思獅子會透過「獅情愛意三十五載 全恩有你」活動，慷慨捐贈一部輔助轉移器，讓華宮長者的行動能力與安全性得以大大提升。



Residents recovering from strokes, spinal injuries, or extended bed rest are at greater risk of pressure injuries and skin ulcers. Villa Cathay plans to seek support to introduce more ceiling lifts and specialized air cushions—tools that provide safe support during transfers, distribute pressure to protect the skin, and promote wound healing.

These essential upgrades make a meaningful difference in the daily lives of our residents, improving safety, comfort, and dignity. Philanthropic support enables us to bring in life-changing equipment and continue delivering the compassionate, high-quality care every resident deserves.

對於患有中風、脊椎損傷或長期臥床的長者，容易因長時間受壓而出現褥瘡或皮膚潰瘍。華宮計畫籌款增加天花板升降機，並為增添蜂巢式充氣輪椅坐墊，分別提供安全的移動支撐與壓力分布，保護皮膚健康並支援傷口癒合。這些設備對提升長者舒適與尊嚴至關重要，但仍需社區的慷慨支持才能實現。

社區的持續支持，可讓我們引進更多關鍵設備，為每一位長者提供更有品質和尊嚴的照護。





Each number tells a story of generosity—of donors like you who make the best care possible for Villa Cathay residents. Together, we are redefining the standard of care: ensuring every choice is respected, every need honoured, and every resident truly supported.

每一個數字都代表著一個善長慷慨支持長者的故事，讓華宮得以為長者提供最優質的照顧。這些共同的努力重新定義了照顧的標準，並確保每一個選擇都獲得尊重，每一個需求都受到重視，每一位長者都能體驗到全方位的支持。

Annual Donations Needed to Support Enhancement Programs 每年維持額外服務所需善款 \$650,000

Person-Centered Care Made Possible by Donors 以人為本的照顧時數  3,600 Hours 小時	Donor-Funded Social Work 額外的社工服務  1,080 Hours 小時	Speech-Language Therapy 言語治療服務  45 Residents 人數
Recreation Programs 康樂活動  8,567 Sessions 次數	Art Therapy 藝術治療  562 Hours 小時	Music Therapy 音樂治療  665 Hours 小時
Acupuncture Therapy 針灸治療  816 Sessions 次數	Massage Service 按摩服務  695 Sessions 次數	Dental Services 牙科服務  418 Sessions 次數
Outings 外遊  54 Trips 次數	Hair Services 理髮服務  216 Sessions 次數	Food Program 探索美食活動  4 Sessions 次數

Care Services & Quality Indicators 照顧服務與質量指標

We continuously monitor and evaluate various aspects of our care services. Below is the most recent data (2023/24) obtained from the Canadian Institute for Health Information. Although current data is not available, this information still offers valuable insights into the effectiveness of our care services and the overall well-being of our community.

我們持續監控和評估我們護理服務水準。以下是從加拿大健康資訊研究所取得的最新數據 (2023/24)。儘管沒有當前的數據，但這些資料仍然為我們護理服務的水準及長者的整體福祉提供了重要的參考。

Resident Profile 長者概況	Villa Cathay 華宮	B.C. 全省平均
Average age of population 平均年齡	89	83
Average length of stay (days) 平均住在院舍 (日數)	1,117	829
Residents diagnosed with depression 被診斷患上憂鬱症的長者	13.8%	22.2%
Residents dependent in activities of daily living 需協助日常生活的長者	37.4%	31.7%
Residents in a wheelchair 需要輪椅協助的長者	62.6%	54.1%
Residents with dementia (mild to severe) 患有腦退化 (輕度至重度) 的長者	51.4%	62.1%
Average index of social engagement 平均社交參與指數	4.2	2.8

Care Services & Quality Indicators 照顧服務與質量指標	Villa Cathay 華宮	B.C. 全省平均
Residents receiving physical therapy 接受物理治療的長者	18.3%	11.0%
Residents receiving recreation therapy 接受康樂治療的長者	75.1%	31.7%
Residents receiving occupational therapy 接受職業治療的長者	11.0%	5.2%
Residents receiving depression medication 接受抗抑鬱藥物治療的長者	38.1%	51.6%
Residents taking antipsychotic drugs with/without a diagnosis of psychosis 尚未或已診斷有精神異常，服用抗精神科藥物的長者	23.5%	27.7%
Residents with falls in the last 30 days 過去30天內跌倒的長者	9.0%	12.3%
Residents with daily physical restraints 每天使用約束設施的長者 (Use of wheelchair, lap belts or lap trays 使用輪椅、輔助帶及膝上活動板)	28.8%	6.0%
Residents with a worsened pressure ulcer 褥瘡有惡化的長者	0.8%	2.1%



Speech Language Pathologist Service

Donations help fund a contracted Speech-Language Pathologist (SLP) at Villa Cathay, reducing wait times from six months, when relying solely on public services, to just one month.

Timely swallowing assessments are essential in determining whether a resident requires modified texture meals or can safely enjoy a broader variety of foods. This enhances their mealtime experience and helps restore the joy, comfort, dignity, and independence that come with eating.

Thanks to your generosity, our residents receive the highest quality of care and enjoy fulfilling, safe dining experiences every day.

Registered Massage Therapy

Mrs. Ng had been living with contractures in both her arms and legs, causing persistent stiffness, weakness, and limited range of motion. Thanks to our collaboration with the Langara College Registered Massage Therapy (RMT) program, Mrs. Ng now receives on-site massage therapy, which helps relax tense muscles, improve circulation, and enhance joint mobility, alleviating the discomfort caused by her contractures.

As she notices improvement in her hand flexibility, her mood lifts, and she becomes more willing to engage in daily activities!

Acupuncture Service

Mrs. Ma experienced persistent numbness and drooling due to the loss of control over facial muscles on the left side of her mouth. Thanks to our collaboration with the Kwantlen Polytechnic University (KPU) Acupuncture Student Clinic, Mrs. Ma has received ongoing acupuncture treatments.

Her family was overjoyed when they noticed the changes: "I couldn't believe my eyes, my mom didn't drool at all, and her speech is clearer. It's a night-and-day difference! My mom is so happy about it. This is a big improvement in my mom's quality of life!"

言語治療服務

目前，公營服務的語言治療師 (SLP) 進行語言和吞嚥評估的等待時間至少為六個月。感謝各位善長的慷慨支持，讓華宮能夠聘請語言治療師，大幅縮短了長者的等待時間，從六個月減少至一個月內即可接受評估。語言治療師的評估對於判斷長者是否需要調整食物質地，或是否能安全享用更多種類食物至關重要。這不僅提升了長者的用餐體驗，也重拾了進餐所帶來的喜悅、舒適、自主和生活品質。

按摩治療服務

吳婆婆長期受到手腳攣縮的困擾，導致肌肉僵硬、無力以及關節活動受限，影響了她的日常生活。華宮安老院得以與Langara學院合作，讓註冊按摩治療師課程的學生定期前來華宮為長者提供按摩服務。這些治療有助於放鬆緊繃的肌肉，促進血液循環，並改善關節靈活度。現在，吳婆婆的手部柔軟度開始有所改善，她的心情也變得更加愉快，更願意參與日常活動呢！

針灸服務

馬婆婆因左臉肌肉無法自主活動，長期受到口水不自主流出及麻痺困擾。感謝我們與昆倫理工大學中醫針灸學生診所的合作，讓馬婆婆能在華宮持續接受針灸治療。

當家人看到她的進步時，難掩驚喜與感動：「我簡直不敢相信自己的眼睛，媽媽今天完全沒有流口水，說話也清楚多了，真的是天壤之別！她自己也開心得不得了。這對媽媽的生活質素真的有很大的提升！」



Embracing Innovation in the Care Home

Villa Cathay is committed to bringing new possibilities and enriching experiences to our residents through innovation and partnerships. Our ongoing collaboration with UBC IDEA Lab led to a meaningful research project that engaged residents in a gamified cycling program featuring a virtual avatar-based hunting game. Through this innovative program, residents discovered new ways to stay active and have fun. The study offered valuable insights into how interactive, game-based exercise can enhance well-being in long-term care.

Residents also enjoyed experiences with PARO, a therapeutic robot modeled after a baby harp seal. For many residents, interacting with PARO was a source of relaxation, happiness, and companionship, helping to ease stress and lift spirits.

Moreover, residents had the chance to explore innovative equipment such as virtual reality and interactive games, allowing them to experience traditional activities like lion dancing and dragon boat racing in entirely new ways. These technologies inspired curiosity, stimulated cognitive function, improved coordination, and brought joy to our community.

By embracing innovation and collaboration, Villa Cathay continues to create dynamic and meaningful experiences that enhance residents' well-being and quality of life.

擁抱創新，提升長者生活體驗

華宮安老院致力通過創新和合作，為長者帶來更多可能性和豐富的生活體驗。與 UBC IDEA Lab 的持續合作促成了一項有意義的研究計劃，讓長者參與結合腳踏車運動及虛擬的狩獵遊戲。透過這項創新活動，長者們體驗了嶄新的運動方式，並享受參與過程中的樂趣。這項研究為長期護理院內如何運用互動遊戲促進長者福祉提供寶貴見解。

除了這項研究計劃外，長者們亦有機會親身體驗療癒海豹機械人 PARO。對許多長者而言，與 PARO 互動有助放鬆、帶來了快樂與陪伴，幫助減輕壓力、提升心情。

此外，長者們還體驗了虛擬現實和互動遊戲設備，以創新方式參與舞獅、龍舟等傳統活動，提升認知功能和身體協調能力，讓院舍充滿歡樂與活力。

藉著擁抱創新與合作，華宮安老院不斷為長者創造多元而有意義的生活體驗，提升他們的福祉與生活質素。



Ongoing Staff Development: Commitment to Quality Care

At Villa Cathay, we believe that exceptional care begins with a knowledgeable and well-trained team. That's why we prioritize ongoing staff training and development. This year, we organized 57 in-person and 1 online training sessions, covering 29 diverse topics. These sessions ensure our staff stay up to date with the latest standards, skills, and best practices in senior care. Through continuous learning and improvement, we strive for excellence and the best possible care for every resident. Our dedication to staff development reflects our promise to provide safe, high-quality care that families can trust.

Our dedication to continuous learning and maintaining high standards also prepares us for the next important step: accreditation. By pursuing accreditation, Villa Cathay demonstrates our ongoing commitment to quality, safety, and excellence in senior care.

持續員工培訓：堅守優質護理的承諾

在華宮安老院，我們深信優質護理的根基來自員工的專業知識與技能，因此我們十分重視持續培訓。今年，我們共舉辦了57場面授課程及1場網上課程，涵蓋29個不同主題，讓團隊緊貼長者護理領域的最新標準和知識。透過持續學習和改進，我們追求卓越，為每位長者提供最佳的護理服務。對員工培訓的重視，正是我們對安全高質素照顧的承諾，讓家人倍感安心。

我們對持續學習和高標準的堅持，同時也為本院邁向下一個重要里程碑，認證評審作好準備。藉著認證，華宮安老院展現了對優質、安全及卓越長者護理服務的持續承諾。



Centenarians Celebration

We had the privilege of recognizing residents who reached the remarkable milestone of 100 years. The celebration was filled with joy, laughter, and heartfelt moments as we came together to honour their extraordinary life journeys and achievements. This meaningful occasion brought together families, residents, and staff to express our deep respect and admiration for the wisdom and resilience of our centenarians.

百歲慶祝活動

華宮很榮幸能表揚多位百歲長者，讚頌他們非凡的人生歷程。活動當天，現場洋溢著喜悅與歡笑，大家齊聚一堂，向他們表達我們深深的敬意和祝福。這個特別時刻讓大家一同感受百歲長者的智慧與堅毅精神，留下溫馨而珍貴的回憶。



A Warm Welcome to the Chan Sisters Foundation Board Members

Our Resident Council Chair, Wendy, warmly welcomed Board Members of the Chan Sisters Foundation—David Chan, Carson Wu, and T.W. Wong—during their visit, giving them a tour of our facilities and sharing with them the impact of their support.

We are deeply grateful to the Chan Sisters Foundation for their generous matching gift for donations to Care for Seniors Month from 2022 to 2024. Philanthropic support like theirs is the driving force that enables us to offer programs that enhance the quality of life for our residents and help our seniors continue to thrive!

陳氏姐妹基金會理事會成員到訪華宮

華宮住客委員會主席 Wendy 熱情歡迎了陳氏姐妹基金會的理事會成員 David Chan、Carson Wu 和 T.W. Wong 蒞臨參訪。他們除了參觀華宮的院舍設施，更親身了解善款對提升長者服務及生活質素的重要性與積極影響。

我們衷心感謝陳氏姐妹基金會慷慨為 2022 至 2024 年「華宮愛心籌款月」提供配對捐贈。各界的愛心支持讓華宮得以提升及拓展各項服務，改善長者的健康與福祉！

A Memorable Cantonese Opera Experience

The Jin Wah Sing Musical Association brought a lively Cantonese opera performance to Villa Cathay during Lunar New Year, filling our home with festive cheer. For many residents, it was more than just a performance—it was a journey back to their younger days, sparking cherished memories of enjoying Cantonese opera with loved ones during festive celebrations. One family member shared, “My mum loved Cantonese opera when she was young, and she was so thrilled to watch it again at Villa Cathay!”

新春特別粵劇演出

加拿大溫哥華振華聲藝術研究社在新春期間蒞臨華宮獻演粵劇，為院內帶來節日的喜慶與歡樂。對許多長者而言，這不僅是一場演出，更喚起了他們年輕時與親友一起欣賞粵劇的美好回憶。家人分享：「我媽媽年輕時很喜歡粵劇，很高興她能在華宮再次欣賞到現場表演！」



Peterson Tower Naming Celebration

We were honoured to host a special ceremony to celebrate the naming of our East Tower as the Peterson Tower, in recognition of the generosity and long-standing support of Peterson and the Yeung Family. This meaningful event marked an important milestone for Villa Cathay and gave us the opportunity to express our heartfelt gratitude.



The “Peterson Tower” unveiling was officiated by Dr. Benjamin Yeung, Chairman, and Mr. Raymond Choy, President & CEO.

“At Peterson, our commitment to relationships, integrity, and gratitude guides everything we do. Villa Cathay’s modern, culturally responsive care embodies these values, ensuring seniors live with the dignity and respect they deserve. We’re excited to see this vision come to life and have the honour of contributing to a care environment, programs and services that enrich and make a meaningful difference in the lives of seniors who need it most,” said Dr. Yeung.

「培新大樓」揭幕儀式由培新集團主席楊世彬醫生及總裁兼首席執行官 Raymond 主持。

楊醫生表示：「培新集團以關係、誠信與感恩作為我們的核心價值，推動我們的每一個行動。華宮安老院的現代化並配合長者文化的照顧服務，正體現了這些價值觀，確保每一位長者都能享有應有的尊嚴與尊重。我們非常高興見證這一願景成為現實，並榮幸能為最需要幫助的長者提供一個完善的護理環境，以及豐富且有意義的服務項目，盡一份心力。」



Beyond their generous contributions, Peterson’s staff also regularly volunteer with us, engaging in meaningful activities with our residents, such as cooking and making crafts together.

Peterson’s ongoing support strengthens our mission to deliver culturally sensitive, high-quality care and to nurture a vibrant and meaningful life for every senior we serve.

除了慷慨捐助外，培新集團的員工亦定期到華宮安老院參與義工服務，與長者一起進行有意義的活動，例如一起下廚和製作手工藝。有賴培新集團的持續支持與參與，讓我們得以堅守提供高質素、切合文化的長者護理服務的承諾，繼續豐富長者的生活，延續關愛的精神。



Thank You to Our Supporters 衷心感謝



Government funding is limited, but philanthropic contributions allow us to provide additional services and programs that greatly enhance our residents' quality of life. We extend our heartfelt thanks to the donors who had made contributions between April 1, 2024, and March 31, 2025:

即使政府撥款有限，仰賴善款的幫助，華宮可以提供額外的服務和項目，提升長者的身心健康。我們衷心感謝以下於2024年4月1日至2025年3月31日期間捐款的善長人翁：

Residents Experience Enhancement Project Donor 優化長者體驗計劃善長

Tung Lin Kok Yuen, Canada Society

Legacy Donor 傳承善長

Gaw Family Fund

Care for Seniors Month Matching Donor 華宮愛心籌款月配對捐贈善長

Chan Sisters Foundation

Residents Immediate Needs Donor 長者急需項目善長

Peterson and the Yeung Family

Giving Tuesday Matching Donor 慈善星期二配對捐贈善長

Jack and Sylvia Gin Foundation

\$50,000 - \$25,000

Estella Lang

Lai Yin Sheung

\$10,000 - \$5,000

Anonymous

Choi Family Foundation Fund

Dr. Kenneth and Susan Chow

Drs. Ray Fong and Angelique Leung

F.C. Li Family Foundation

Shirley and David Fung

Eddie and Justin Hui

Hsu & Hsieh Foundation

Pao Yao Koo

Szuchi Lee and Dr. Tigerson Young

Lum Family Foundation

Anna Nugyen's Family

Jane Thorne

Mr. Chiu Ming & Mrs. Kwong Wan Tsang

Vancouver Shaughnessy Lions Club

Chi Ying Wong

Judy and Francis Yee

Dr. Edward Yeung and Mrs. Eugenie Yeung

Corporate Sponsors 贊助機構 (\$5,000+)

MediSystem

We gratefully acknowledge the tribute gifts made in honour of the individuals listed below
我們衷心感謝為紀念或致敬下列人士所作的捐款 (\$5,000+)：

Mrs. Yee Mui Eng

Mrs. Show Ching Gin

Mrs. Wai Jan Tam

Mrs. Kwei Fong Tsang

Service Program Partners 服務項目夥伴

KPU Traditional Chinese Medicine - Acupuncture Program

Langara College Registered Massage Therapy Program

UBC Geriatric Dentistry Program

We would like to extend our appreciation to the Villa Cathay Care Enhancement Advisory Committee Members

衷心感謝華宮護理躍進提升諮詢委員會成員：

Dr. Kenneth Chow (Co-Chair)

Eva Ho (Co-Chair)

Dr. Joyce Ling (Co-Chair)

Kuo Wong (ex-officio, Villa Cathay Board Chair)

Jane Young

Gordon Yu

Our list of donors extends beyond those featured on this page. Please scan the QR code to view additional names of our generous supporters!



致謝名單不能在本頁盡錄，敬請掃描二維碼查看更多善長芳名！



With the generosity of philanthropic and community support, we can offer the best possible care for Villa Cathay residents! 善長和社區的愛心支持，可以令華宮安老院為長者提供最佳的照顧和服務！



Gifts of Stocks 捐贈股票

Save on capital gains tax and receive a tax receipt for the full market value of your appreciated publicly traded stocks or mutual funds when you donate them to Villa Cathay.

當您將升值的公開上市股票或基金捐贈給華宮安老院時，您可免繳資本利得稅，並獲得與證券市場價值相符的捐贈收據，用作減稅。



Monthly Giving 每月捐款

Your monthly gift ensures a steady and reliable stream of funding for our ongoing programs and services, supporting our residents throughout the year. Every dollar counts!

每月的捐款可確保正在進行的計劃和服務有穩定可靠的資源，從而全年為長者提供支持！積少成多，每一元的善款都很重要！月捐的善長會在每年的一月份將收到一捐款總額的減稅收據。



Honour, Tribute, or Celebration Gifts 致敬、紀念或賀禮捐助

Making a donation yourself or encouraging friends and family to donate in lieu of gifts is a meaningful way to honor a special event or remember a loved one.

無論是為了紀念摯愛、表達謝意或致敬，或者慶祝生日、結婚、週年紀念、孩子的出生或退休等，您都可以請參與者以捐款到華宮安老院代替禮物，既能表達心意，又能改善長者的服務，兩全其美。



Workplace Giving 員工慈善捐款配對計劃

Many major corporations offer employer matching gift programs. This means that your donation can be matched by your employer, effectively doubling the impact of your support for Villa Cathay Care Home!

大型企業都會有一個員工慈善捐款配對計劃，即員工捐出善款，企業便會以「一比一」的形式配對捐贈，令您的一份捐款，可發揮雙倍力量！



Planned Gifts 規劃捐贈

Integrating a charitable gift into your estate plan is a powerful way to leave a lasting impact. Consider including a donation to Villa Cathay in your will or designating us as the beneficiary of your life insurance, RRSP, RRIF, or TFSA accounts. A tax receipt will be issued for the full amount of the gift, reducing the taxes payable on your estate.

將慈善捐贈納入資產規劃是留下持久影響的有力方式。您可以在遺囑中將華宮安老院列為受惠者之一，或指定華宮安老院為您人壽保險、RRSP、RRIF或TFSA帳戶的受益人，捐款額可獲發同等價值的捐贈收據，用作減低應納遺產稅額。



Host a Fundraising Event 舉辦籌款活動

Organizing your own event to fundraise for Villa Cathay is a fulfilling and rewarding experience. By rallying friends, neighbors, and colleagues, you can raise awareness and funds that directly benefit our residents!

自己組織籌款活動為華宮安老院籌款，是一個充實且有趣的經歷。集結朋友、鄰居和同事的力量，您可以提高社區對長者的關注，更可籌款，讓長者受惠！



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Villa Cathay Care Home Society
970 Union Street
Vancouver, BC, V6A 3V1

🏠 villacathay.ca
☎ 604.254.5621
📠 604.254.5230
✉ info@villacathay.ca