**YEE HONG CENTRE FOR GERIATRIC CARE - Markham**



Yee Hong Centre for Geriatric Care



“[**The process] shifts my mindset, not just based on the data, [I think] I should shift on the other side, other aspect, the emotional side of staff. When I look at all the comments from the family members, from the staff, from the community, and then I realize Yee Hong [has] a really good profile of care for the residents. So I’m so proud of the Yee Hong members.”**



**“[I’m] proud that we have been able to involve the residents in this project and find out how they enjoy their life at Yee Hong.”**

**We need to embrace strengths, identity and confidence -- but also recognize when we are not as strong -- so we can continue to be better and remain committed [to culture change].”**

