

ANHF Newsletter

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ANHF Gordon New Nursing Home Update – An Interview of Ms Ellen Louie, ANHF Chairman



Construction of our new nursing home at Gordon is planned to start this year, will the work progress be affected by the COVID-19 pandemic?

As Chairperson of ANHF, please tell us the latest news about the construction of our new nursing home at Gordon.

ANHF's vision to establish a residential aged care facility in Gordon (the Gordon project) which commenced back in 2015 is now gaining impetus.

Countless hours and energy have been invested in the Gordon project and at this time, we are currently finalising

documentation, engaging consultants and builders and obtaining finance.

Recently, a builder has been appointed and it is expected that construction of the facility will commence very shortly. At this stage, it is anticipated that construction will be completed and we will be able to accept our first intake of residents from mid 2022.

However, we are mindful of the disruptive nature of the Covid-19 pandemic which may impact on our construction program. We will continue to update the community as the project progresses.

To date, the Covid-19 disturbances have been minimal. Our regular meetings are now conducted by video conferencing and of course, when we conduct site visits, social distance rules have to be adhered to. However, we are mindful of the risks that Covid-19 may impact on the project e.g. it may affect the timely delivery of building materials on time and also, there is always the risk that the construction team may be infected and require isolation. This will result in delay in completion of the project. We are taking all precautions to minimise the risks.

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 ANHF Board

We have faced several hurdles in this project – first it was development approval, currently there is COVID-19 pandemic. Please share with us how you feel all through the process.

ANHF first embarked on this Gordon project in 2015 to cater for the ageing community in Sydney's north shore.

Along the way, we have been confronted by many challenges. These included objections by neighbours and refusal by the Northern Region Planning Panel. Nevertheless, with strong community support and our unwavering passion, our appeal to the Land and Environment Court was upheld in May 2019 granting development consent permitting ANHF to proceed with the project.

Now, we have constant concerns about Covid-19.

The Gordon project has been very challenging and taxing and also, financially draining but ANHF's long term resilience and our passion and purpose to provide a residential aged care facility in Sydney's north shore where residents feel safe are well looked after provides us with the vigour and determination to continue.

The Chinese community is eager to know how the project has progressed. Many calls were received despite the pandemic. Please tell us about the special features of this new nursing home and innovative designs, if any.

The new aged care facility will be housed in a beautiful park-like grounds with many plants and where you can hear the birds singing. It will have many innovative features and I am confident that it will not disappoint.



Since I took on the role as chairman at ANHF, I have personally witnessed the exponential growth and success of ANHF. This is a credit to its good governance and stewardship led by the Board, CEO and senior management, our outstanding and dedicated staff and volunteers.

The 40th anniversary is a new milestone to ANHF. As chairperson of ANHF, how do you view the future of ANHF? What are your future plans?

This year 2020 is the 40th anniversary of ANHF. Unfortunately our plans to hold a large celebratory gala dinner were thwarted by Covid-19.

Nevertheless, we are all very excited and pleased that ANHF has reached this very important milestone and no doubt, there will be many other opportunities in the future to celebrate.

Since I took on the role as chairman at ANHF, I have personally witnessed the exponential growth and success of ANHF. This is a credit to its good governance and stewardship led by the Board, CEO and senior management, our outstanding and dedicated staff and volunteers. I am very proud of ANHF's passion, values, mission and purpose that we have created.

I hope that ANHF can continue to be at the forefront of delivery of aged care services to the Asian community for a very long time. To do so, we need to continue to create values for our stakeholders and also find efficient ways to introduce innovations to the services we provide to ensure sustainability. We can achieve this with the support of everyone including the community at large.

ANHF COVID-19 Response Team became Finalists for Excellence in Age Services Award

In response to the COVID-19 pandemic, ANHF took up responsive infection control measures at the beginning of this year, even earlier than the announcement from the Department of Health guidelines and with even more stringent measures. We were honoured to have our COVID-19 Response Team nominated for Excellence in Age Services Award (Team Award) conducted by Leading Age Services Australia (LASA) and had successfully progressed to be one of the finalists – that was solid recognition of our quality service in aged care industry.

Leading Age Services Australia (LASA) is one of the two national peak bodies in the aged care industry, its annual LASA award is highly recognised. The award not only celebrates the winner's contribution to aged care services but also increases public confidence and involvement in aged care services. The five award categories were: Organisation Award, Team Award, Individual Award, Rising Star Award and Next Gen Young Leader Award. Ms Ada Cheng, our CEO, was one of the last three finalists for Individual Award 2019. Having our COVID-19 Response Team in the last round of four finalist organisations was a great boost in staff spirit.

As Ada pointed out, the ANHF management team have been closely monitoring the pandemic. Restricted visits to our three nursing homes were in place. Compared with other organisations, we were at least one step ahead. A COVID-19 Response Team consisted of staff from various services was set up to meet at least weekly to establish measures and response to the latest development of the pandemic. Their roles were to ensure that all measures were launched in all services, provide extra training for hundreds of staff etc.

For Ada, having the COVID-19 Response Team as a finalist in the Team Award this year is more significant than her being a finalist in the Individual Award last year. While COVID-19 poses the greatest threat to aged people, it also poses unprecedented challenges to aged care services, especially residential aged care. Being selected by the judging panel to be one of the four finalists was something very much worth celebrating, even though we did not win the award. The efforts of the team during more than half a year had not been wasted. It is her sincere hope that all our nursing homes could continue to maintain zero infection rate.





Through Thick and Thin during the COVID—Pandemic

Editor's note: *The global COVID-19 pandemic that has prevailed for more than half a year has significantly and unprecedentedly affected the world economy and the way people live. In this issue we interviewed several elderly consumers and their family members who shared with us how they faced the pandemic steadfastly with a positive attitude and the support from ANHF services. You will also find highlights from the many thank you letters from our consumers —encouraging words that we always love to share with you.*

Tender Loving Care during the Pandemic –

Neck Warmers for the Elderly from a Fashion Designer



The virus can be ruthless, but love permeates in all corners. It was Rosalina, a fashion designer, who made and donated neck warmers for our elderly consumers and warmed their hearts with tender loving care.

Rosalina did not choose to feel upset or bitter despite the negative impact on her fashion business during the pandemic. On the contrary, she chose to positively help people around her by mobilising her staff to sew unused fabrics as neck warmers to give the elderly warmth in bleak Winter days. When asked what sparked this idea, she said, 'the elderly might find the scarves in the markets too big to handle or easily lost after taking them off. Once I saw on the street a little child wearing a warm and cosy neck warmer that fitted snugly around the neck, an idea popped up immediately: the elderly are as lovely as kids. Wearing this they'd surely feel much warmer. Since business is not as busy as before during the pandemic, I decided to mobilise my staff to sew hundreds of neck warmers for the elderly. This is just a humble offer from me'.



Rosalina gives you the feeling that she loves the elderly. When asked whether she had any experience in taking care of the elderly, Rosalina said, 'my 97-year-old mother-in-law is very independent, she prefers to live alone. Sometimes my daughter will stay there several days to give her companionship. Before the pandemic we used to dine out with her every week. Luckily she receives ANHF home care services. With masks and protective gears, your professionally trained care workers help with domestic cleaning and meal preparation. That gives us peace of mind.'

Both Rosalina and her mother-in-law live in northern Sydney. The construction of our new nursing home is great news to them. If there is a need for residential aged care in the future, they prefer a Chinese-specific one where Chinese meals are provided.

'Perhaps changes are eternity in disguise, with flexibility we will find a way out.' Rosalina views herself as a positive person, always encouraging herself to face predicaments with a positive spirit and with a firm trust that the next step is one that leads to a bright future.

Most Helpless, Most Missed and Most Touching Moments during the Pandemic

The global COVID-19 pandemic has drastically changed the way we live. Though Zemin and her husband have been living in Lucy Chieng Gardens for eight years, their son suggested their moving back to live with his family at the onset of the pandemic. To Zemin, that might probably cause some inconvenience. She decided to see how things went at LCG. They soon found that ANHF exercised very tight infection control measures: upon entry you had to take your temperature, sanitize your hands and complete a health declaration. 'What counted most was we're well taken care of by staff who helped us purchase infection control items, gave us free masks and arranged flu vaccination. You feel safe simply because you're sure that instead of being alone in fighting against the pandemic, there are others who go through thick and thin with you.'

Most helpless...

Zemin and her husband are both over 80 years old. She has diabetes and her husband has chronic bronchitis, he pants a little even after walking for a short distance. 'That's why I did not let him go out since the onset of the outbreak. In my weekly shopping for daily needs, the must-have items were face masks, gloves and raincoats. I just felt as if I was heading for a deadly journey that's totally out of my control, not to mention pulling the heavy carry cart back. It's such a tremendous relief to have transport service by ANHF Home Care staff since June!'

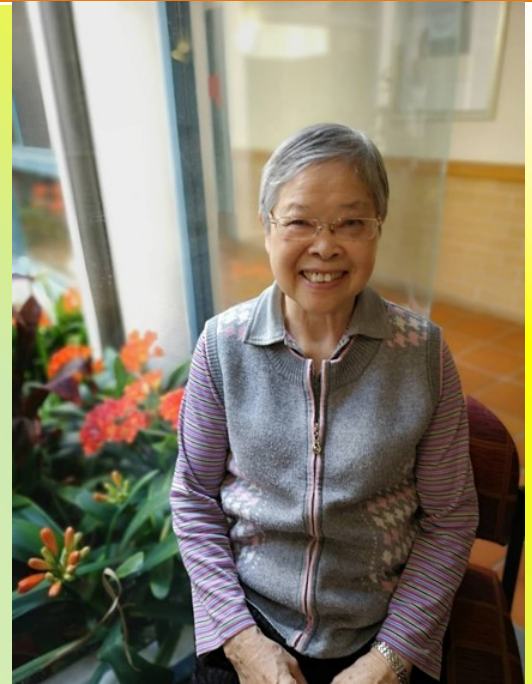
Most missed...

What Zemin really missed is the outdoor activities organised by ANHF seniors wellness centres. 'We enjoyed the Campsie Happy Hub bus outings to places like Edogawa Japanese Garden in Gosford, Featherdale Wild Life Park, Bald Hill Lookout, Seacliff Bridge etc. The captivating scenery, the companionship and buffet lunches together made these experiences memorable!'

Most touching...

What touched Zemin tremendously was during the peak of the pandemic, the Community Housing Officer helped them purchase wet wipes and gave them free masks. To her, that was help when they needed it most. 'I am sincerely grateful for the meticulous care from all ANHF staff who protected our wellbeing during these hard times. Yes, the pandemic currently prevails but here at LCG love prevails and excels.' Below is a poem written by Zemin about the arrival of Spring at Lucy Chieng Gardens:

*Tranquil is the water pond at Lucy Chieng Gardens
Where fish glide with grace, edged by dapple green plants
Charming beauty adorned by blazing red orchids
As the elderly tenants welcome Spring with smiles that charm*



God Will Open a Window for Us



Religious faith gave her life a beam of hope. She believed that the darker the days were, the more positive you should be. Her faith assured her that when God closed a door, He would definitely open a window for you. She had confidence that the younger and wiser generation would surely find a vaccine. Mankind would ultimately win this battle.

Janet is an elderly client who attends Hurstville Seniors Wellness Centre. Her late husband held a managerial position in hotel hospitality. She honestly admitted that she admired him very much. In her eyes her husband was knowledgeable, broad-minded and most importantly, loved her dearly and treasured family life. His death was a blow too heavy to bear, especially to an aged couple whose life had been closely interwoven together. She was depressed. To her, being referred to Hurstville Seniors Wellness Centre by My Aged Care gradually instilled hope and meaning to her life. 'Luck came again in my life.' Janet said.

Before the pandemic her life was well-planned: weekly arrangements meant five days swimming, two days at the centre, church on Sundays. As the pandemic began, she was a bit scared to find premises closed and people purchasing toilet paper frantically. When the pandemic eased a little, she felt relieved and resumed her swimming routine. She was used to observing safety measures like keeping 1.5 metre social distance from others, frequent hand-washing, maintaining personal hygiene, wearing a mask and gloves at supermarkets.

Regular calls from staff from Hurstville Seniors Wellness Centre were like warm currents in Winter days. She missed the outdoor activities, visiting scenic spots and having barbeques together. Every time she would eagerly help in preparing stir fried noodles, sausages, chicken wings etc. The satisfaction was unmatched when participants enjoyed the food that she cooked. Being the 'master-player' at the centre, she was much sought after to be the 'substitute' player in mahjong, card games or jigsaw puzzles. 'Luck brought me to have met you all! Thank you for looking after me. Your passion and patience enwrap me in a loving family!' Says Janet.

Being a Catholic, she prayed every day during the pandemic. Religious faith gave her life a beam of hope. She believed that the darker the days were, the more positive you should be. Her faith assured her that when God closed a door, He would definitely open a window for you. She had confidence that the younger and wiser generation would surely find a vaccine. Mankind would ultimately win this battle.

Memorial Morning Tea – A Perfect Final Note for the Elderly

Though our lives have been affected by the global pandemic, we still have to go through the joys and pains in life's different stages. Kevin, a resident at Chow Cho Poon Nursing Home for over 20 years, recently passed away peacefully. Just as what Leanne, his daughter-in-law, said: Kevin had moved to rest eternally in a better place, a place without pain.



Andrew, his son recalled that his parents moved to Jones Street Community Housing and lived there for more than 20 years. They loved the environment. When free, they attended Stanley Hunt Seniors Wellness Centre for activities like reading newspapers, playing mah-jong or having lunch together with other elderly clients. Kevin's health deteriorated after his wife passed away. His family members had taken him for a visit to a newly open nursing home, but Kevin did not like the place. They had to respect his decision. On hearing about a vacancy in Chow Cho Poon Nursing Home, they helped him with the application. Kevin felt settled on seeing staff wearing ANHF staff uniforms that he recognised. His family members were very grateful for the miraculous healing of the long-term open wound on his foot by Dr Kitty Fok, who was especially invited by the facility as his treating doctor. That was also a result of the combined efforts of the care staff.

During the pandemic Andrew and Leanne followed strict visit measures by receiving flu vaccination prior to visits, observing hand hygiene, health declaration, wearing masks, taking temperatures upon arrival and met Kevin at designated reception rooms. To them, all procedures were smooth and convenient. In September when they received the news that Kevin had passed away, all family members went to say their last goodbye to him.

Leanne said Kevin was very polite, never held back a 'thank you' to all who helped him. Kevin appreciated Patrick Chan — the Facility Manager — very much as the latter attended to the different needs of residents. 'Dad had lived in CCPNH for over five years, enjoyed ANHF services for more than 20 years. Something seemed to have been missed now that he passed away. We're very grateful for the Memorial Morning Tea organised by the facility. Although we could only use Facetime to farewell his fellow residents through telling them that dad had moved to rest in a better place, we're deeply touched when residents sang together *My Friend*. That was a morning tea that resonated a perfect final note for dad's life.'

Dad had lived in CCPNH for over five years, enjoyed ANHF services for more than 20 years. Something seemed to have been missed now that he passed away. We're very grateful for the Memorial Morning Tea organised by the facility..... That was a morning tea that resonated a perfect final note for dad's life.

Sharing by Consumers and Carers during the Pandemic

We received many thank you letters from consumers and carers – each and every word reflects the invaluable feedback that we treasure.

Friendship Ties during COVID-19 Pandemic

No country can escape from the current COVID-19 global pandemic that tramples on each and everyone's life. Indeed we are all in the same boat. Yet in face of life and death, mutual care and concern still bind human relationships. The virus is ruthless, but love still reigns in our hearts! This is exactly what ANHF does.

Despite the lockdown, ANHF management and Wendy Lin (Home Care Advisor) care about the wellbeing of the elderly, apart from attending to their daily needs. Every selfless, dedicated and passionate staff has been doing their best to inspire and encourage the elderly to keep their brains working by being mentally active. Your care staff are professional and caring, like Sharon, whose music therapy conjured up the memories of my husband, eyes sparkling and naturally sung Russian oldies. Seeing that he did not quite like moving around, Sharon encouraged him to get up, let him walk with assistance in rhythm with the music. Soon he began his dance steps – first it was disco dance, then the slow dance – seriously! Patience did reward us!

Haircut was an issue during the COVID-19 pandemic. My husband's hair had grown so long that he looked a bit haggard. Seeing this, Cindy offered to groom his hair to give him a smart look. That finally turned out to be a sleek hair style that everyone gave a thumbs up! Chieu shave his moustache and trim his nose hair. His look totally changed. When saying that all elderly people should look charming, Chieu had a tonne of care and appreciation. Every time when Ceco came, she helped my husband to re-button and smoothen his clothes to give him a more energetic and handsome look.

Receiving such caring services, my husband feels that he is not abandoned, knowing that there are people who care for him and respect him. A happier mood helps in his recovery. I am very grateful for the endeavour of every staff and the person-centred management by senior staff. Your services not only truly depict the Chinese saying 'Human beings are born with a kind nature, but also promote the new social merit to 'respect for the elderly, love for the young'. My respect to you all!

Wife of King Lun LI (Home Care Service) Sept. 2020



You feel like at home at Stanley Hunt Seniors Wellness Centre — amiable staff, a relaxing and happy mood. During the pandemic staff at SHSWC took the initiative to encourage everyone to take up infection control measures. We sang, danced and exercised together (either sitting or standing) all over the premise – in the courtyard, along the corridors and on different levels, stretching our bodies and limbs in a great mood as if we were all in our younger days.

The pandemic had lasted for more than half a year since March. As the centre staff continued to deliver hot meals to us, they also asked about our wellbeing. When I wasn't feeling well, they encouraged me to attend to my health so as to become well again soon. Words can never express my gratitude.

Huan Ming LIN (Stanley Hunt Seniors Wellness Centre) Sept. 2020

Sharing by Consumers and Carers during the Pandemic

We received many thank you letters from consumers and carers – each and every word reflects the invaluable feedback that we treasure.

It's because of your encouragement that I had the courage to stand up; it's because of your care and concern that I could face life positively. When I'm down-hearted, Phoebe helped me face and solve my problems. Your enthusiastic support chased away my worries. May I thank again all the staff at So Wai Seniors Wellness Centre for their tender loving care — something that I'd never forget.

Ling Wah Ng, Bing Wah Cheng (So Wai Seniors Wellness Centre) Sept. 2020



Thank you for the generous gift to my late father Chiu Leung. Our family really appreciate your kindness and support at this difficult time. Thank you Wendy and your team for your advice and services provided to my father in the past three years. It's been wonderful with all your help. We would also like to express our appreciation to Hao Chieu LY who was the main care staff to my father. He is a very responsible, dedicated and trustworthy care staff who has taken such good care of my father. Thank you all very much!

Leung's family (Home Care Service) Sept. 2020

Every year on Mother's Day and in every Dragon Boat Festival, the caring staff from Stanley Hunt Seniors Wellness Centre will give away cards and 'zong-zi's to the elderly. Maintaining this tradition despite the pandemic warmed our hearts. May I thank all the staff at SHSWC again for their care and concern!

Rui Chan HUANG (Stanley Hunt Seniors Wellness Centre) Sept. 2020



Heart-Warming Gifts for the Elderly at Moon Festival



Moon Festival gifts brought joy to the elderly

Having family gatherings at Moon Festival when the moon is the fullest is the wish of traditional Chinese families, but the ongoing pandemic means some families could only gather together online or via phone calls. The annual ANHF Seniors Luncheon with over 50 tables for our elderly clients was cancelled. Despite this, we prepared over 800 gift packs, which were delivered to individual clients, a heart-warming deed that lifted their spirits amidst the dull, heavy mood during the COVID-19 pandemic.

The numerous gift packs were first delivered to our various services / facilities in September – Home Care Services, Domestic Assistance, Personal Care & Social Support Individual Service, Seniors Wellness Centres in different parts of Sydney, Community Housing, Speak Your Language Care Monitoring Service.

As Ms Ada Cheng, our CEO, put it: ANHF has been in pursuit of par excellence aged care services in our 40 years of history. Celebrating important festivals with the elderly is our tradition. So far we have been strongly supported by the long term generous donations from businesses — Ho's Dim Sim Kitchen, Faith Australia Pty Ltd, Linchen Health, Chung Shan Society of Australia, Lions Club of Sydney Pacific Inc., Doubleland International, Ettason, Blooms Australia, Heng Fai Trading Co. Pty Ltd, and 200 moon cakes donated by Mr & Mrs Quoc Xuyen Lam to celebrate Moon Festival.



Woollen socks/mittens donated by the Lions Club of Sydney Pacific Inc

‘What counts most wasn’t how much they cost or how well it was packaged but the good will of the organisation.’ said an elderly client who received the gift pack. She was so touched by the sight of the care staff in a yellow uniform with a car fully loaded with gift packs, delivering them door-to-door.

Vanessa, our CHSP Coordinator, said the initial plan was to deliver the gift packs when care staff provided in-home service, but at the end they had to request care staff to deliver them intentionally before the Moon Festival. She was very grateful to the several frontline care staff who volunteered their time. One of them said, ‘Our humble efforts were highly rewarded by the bright smiles on the faces of the elderly, especially those who live alone. What counted most was they felt that we cared.’



Family News

Staff Movement

員工變動



陳楚卿 社區培訓主任

陳楚卿女士具 35 年臨床護理經驗，服務地點包括深切治療部、善終服務、癌症醫院及紅十字會；陳女士亦具 25 年高齡護理經驗，曾於不同機構肩負教學及評估工作，更修畢藝術文憑及塔斯曼尼亞大學腦退化症課程。

陳楚卿女士創造力豐富，喜愛繪畫、書法、陶器製作及舞蹈。在過去23年陳女士一直於養老院任職註冊護士，自1997年起於澳華療養院基金工作。在過去數月，陳女士一直以院舍培訓導師的職責支持周藻泮療養院前線員工、在周末擔任註冊護士及於院長休假時代行。在關注服務質素及持續改善服務之同時，更熱衷將一己之知識、技能及經驗分享予其他同事。多年來陳女士曾進行各「工作安全及健康審核」，倡導「高齡護理質素準則」、「持續提升服務質素審核」及員工培訓。陳楚卿女士自七月中履新，任職社區服務培訓主任。

Chor Hing (Evelyn) CHAN

Local Trainer (Community Care)

Evelyn is a registered nurse and has 35 years of clinical experience. She has worked in Intensive Care Unit, End of Life Care, cancer care and the Red Cross. Her experience of 25 years obtained in aged care include auditing and teaching. Evelyn has completed a Diploma of Fine Arts and modules in Dementia by the University of Tasmania.

She is a very creative person. She loves painting, calligraphy, pottery and dancing. Evelyn has been working in ANHF since 1997. Evelyn has been supporting the CCPNH frontline staff as a Local Trainer in the last few months, working as the RN In-Charge during weekends and relief for the facility's managers. While driving for quality and continuous improvement, Evelyn is passionate about sharing her knowledge, skills and experience. She has been conducting WH&S audits, championing Aged Care Quality Standards, Moving on Audit and training others. She started her new role as a Community Local Trainer since mid July.

Section 1: Personal Details

Please support ANHF to deliver quality and culturally competent aged care to our community.
請支持澳華療養院基金為社區提供高質素及合符文化的高齡護理服務。

Title 稱謂

Mr 先生

Mrs 太太

Ms 女士

Miss 小姐

Family Name 姓氏

First Name 名

Second Name

Home Address 住址

State/ Territory 州

Postcode 郵政區號

Phone Number 電話號碼

Section 2: Donation Details

Donation of \$2 and over is tax deductible.

凡捐款2元或以上可扣稅

I would like to make a donation of \$ _____.

Payment Type

☐ Electronic Funds Transfer

☐ Please debit this card

TO: Australian Nursing Home Foundation (BSB 082-201, **Account Number** 580-328-001)

☐ Master Card

☐ Visa

☐ Other:

Name on Card

Card No.

Expiry Date

Signature

BEQUEST – Leave a Gift in your Will

By leaving a **Gift** to the ANHF in your **Will**, you are creating a **lasting legacy** that will help us continue to create a **thriving** and **vibrant** environment that will enable our elders to age with **dignity** and **grace**.

If you wish to leave a **Gift** in your **Will**, you should seek appropriate legal advice. For more information, you may wish to request further information by ticking the box below or refer to our **Bequest Fact Sheet** on our website.

Please send me details on making a gift to the Foundation in my will. 我希望在遺囑中對基金作出饋贈，請將詳情寄給我。

Please return this form to Australian Nursing Home Foundation, 60 Weldon Street, Burwood NSW 2134.

YOU CAN ALSO DONATE SECURELY VIA OUR WEBSITE: [HTTP://ANH.F.ORG.AU/CONTACT-US/DONATIONS](http://anhf.org.au/contact-us/donations)

Thank you for your support. Below are the donations received from July till September 2020
謝謝各位的支持。下為2020年7月至2020年9月期間之捐助人士芳名。

100以下 Below <100	\$100—\$499	\$500 - \$999	\$1000-\$4999	\$5000以上 \$5000 and above
John Lee	Stephanie Fu	Sofie Zhang	Frank Oyoung	Leanne Lam
Yuhua Chen			Alex Yuen	
			Houlin Kuang	
			Micky Wu	