The disciple Zeng said, “Immense indeed is the greatness of filial piety!”

The Master replied, “Yes, filial piety is the constant of Heaven, the righteousness of Earth, and the practical duty of Man. Heaven and earth invariably pursue the course and the people take it as their pattern. The ancient kings imitated the brilliant luminaries of heaven and acted in accordance with the advantages afforded by earth, so that they were in accord with all under heaven, and in consequence their teachings, without being severe, were successful, and their government, without being rigorous, secured perfect order.”

“The ancient kings, seeing how their teachings could transform the people, set before them therefore an example of the most extended love, and none of the people neglected their parents. They set forth to them virtue and righteousness, and the people roused themselves to the practice of them. They went before them with reverence and yielding courtesy, and the people had no contentions. They led them on by the rules of propriety and by music, and the people were harmonious and benignant. They showed them what they loved and what they disliked and the people understood their prohibitions.”

Xiaojing [Hsiao Ching], *The Classic of Filial Piety*
Welcome to the celebration of South Cove Manor’s twenty-fifth anniversary. On this momentous occasion it fills me with great pride to be part of the dedicated team whose hard work, commitment and caring have made South Cove Manor a national model of excellence for a quarter of a century.

The Board of South Cove Manor wishes to thank everyone who has made this milestone anniversary possible: the founders who worked tirelessly for nearly a decade to break ground twenty-five years ago; the dedicated staff who provide their best day after day; the community who supports us and the residents who we serve. Caring for the elderly with such a high level of compassion and enduring quality is an amazing accomplishment.

South Cove has met the needs of our growing community by addressing new concerns, and embracing new technologies and methods of delivering quality care. The fact that all this has been accomplished while maintaining our focus on traditional cultural values is the cornerstone of our success. As an organization South Cove has stayed involved in the community; welcomed our youth into the facility, and provided continuing education and professional development for our staff. We remain a young, vibrant home, even as we celebrate our twenty-five years of operation.

South Cove overcame several major obstacles to open the Manor at 120 Shawmut Avenue in 1985. Now we face new challenges: the economic downturn, continuing pressure on health care government funding, and a rapidly changing regulatory and reimbursement environment. We are blessed with talented, skilled, and committed people on our staff, management and board who are well equipped to meet these challenges and who will continue to fulfill our core purpose of serving the elderly in the Asian community.

Thank you for the opportunity to be part of the South Cove Manor family. We look forward to celebrating with you and working together for many years to come.

Sincerely,

Richard Lui
President, South Cove Manor
PEOPLE CARING FOR PEOPLE
Our Founders and Early Supporters

PAUL CHAN

BILLY Y.S. CHIN

ROBERT CHIN*

WILLIAM D. CHIN

HUNG TUNG CHU*

AMY C. GUEN

EDWARD J. GUEN

SHIH HING LEE*

MARTHA JANE HACKETT

ANNE CROWLEY HOLLOWAY

BERNARD L. HUANG

PHILIAS F. LACASSE

RUTH MOY

PIEDAD F. ROBERTSON

GEORGE A. SCHLICHTEN*

HELEN CHIN SCHLICHTEN

VIVIAN S.Y. TSENG

DAVID S.Y. WONG

EUGENE WEN-CHIN WU

NADINE WU

PAUL CHAN
Director of Development, MA Housing Investment Corporation

BILLY Y.S. CHIN
Community Activist
Restaurateur

WILLIAM D. CHIN
Real Estate Attorney

PHILIAS F. LACASSE
Former President of Cushman Management Associates

RUTH MOY
Executive Director,
Chinese Golden Age Center

PIEDAD F. ROBERTSON
Former President, Bunker Hill Community College, now Chair of Education Testing Service Board of Trustees

*deceased
**Amy C. Guen**  
Formerly Chief, Social Services, Youville Hospital

**Edward J. Guen**  
Research Chemist (Retired)

**Martha Jane Hackett**  
Program Director, OB/GYN, South Cove Community Health Center

**Anne Crowley Holloway**  
Formerly Senior Vice President, Shawmut Bank of Boston

**Bernard L. Huang**  
Chief, Cardiothoracic Surgery, Waltham and Symmes Hospitals (Retired)

**Amy C. Guen**  
Formerly Chief, Social Services, Youville Hospital

**Edward J. Guen**  
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**Martha Jane Hackett**  
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**Anne Crowley Holloway**  
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**Bernard L. Huang**  
Chief, Cardiothoracic Surgery, Waltham and Symmes Hospitals (Retired)

**Helen Chin Schuchte**  
Chair, Kwong Kow Chinese School

**Vivian S.Y. Tseng**  
General Counsel, Welch Foods, Inc.

**David S.Y. Wong**  
Owner, Sun Sun Company (Retired)

**Eugene Wen-Chin Wu**  
Formerly Director of Harvard-Yenching Library

**Nadine Wu**  
Former Assistant Director, Golden Age Center Nutrition Program
Our Board of Directors

Richard Lui, President
May Y. Chin, Vice President
Thomas Chin, Treasurer
Hemmie Chang, Clerk
Marianne B. Bowler (Foundation only)
Edward J. Guen
Leonard Lai, M.D.
Anne Leslie
Paul J. MacKinnon
Jason Z. Qu, M.D.
Alice Rose
Helen Chin Schlichte
David T. Ting
Hon Hoi Yee, M.D.

Richard Lui, President of the South Cove Nursing Facilities Foundation and Manor, honors Billy Y.S. Chin, Founder and long time Board Member for his 33 years of service to the Foundation and Manor at the 2009 Annual Meeting and Dinner.

Board Members and Management at Annual Meeting and Dinner.
Left to Right: Thomas Chin, George F. Brodie, Hemmie Chang, Helen Chin Schlichte, Billy Y.S. Chin, Richard Lui, Richard E. Wong and May Y. Chin
Some of our board members reflect on their South Cove Experience

I couldn’t be more proud of the accomplishments of South Cove Manor. The dedication of the staff, the incredible attention and care that the management and Board have brought to bear and the initial guiding spirit of the founders—exemplified by the service of the Guen and Chin families—result in an impeccable record of care and support of our seniors.

South Cove Manor’s success is the result of establishing an organizational culture of trust, commitment and cooperation from top to bottom. The staff members are hard working, consistently extending themselves to ensure that residents have excellent care. They support one another and in turn are mentored and nurtured by department heads and senior leaders who routinely recognize and reward their contributions. Knowledgeable and involved Board members support the department heads and senior leaders. Last but not least, superb visionary leaders, past and present, have served as Board Presidents. As South Cove revisits its strategic goals, it will be important to identify ways to maintain a committed, knowledgeable work force so that the culture of team work becomes second nature to all new employees.
With a ninety percent Medicaid population, daily operations must run effectively and efficiently in order to have a financially viable nursing home. South Cove Manor has accomplished this goal through its employees’ strong work ethic, proficient management, and a committed Board of Directors. Continuity of service has been key. This year we will honor three employees who have been here for 25 years and many more for 20 years. Perfect surveys from the Department of Public Health for 15 of the last 17 years are a testimony to the efforts of our dedicated employees. An important challenge for South Cove over the next 25 years will be the ability to maintain its high quality of care as it deals with a need for expansion to accommodate increased demand for its services in the face of declining reimbursement. Of equal importance is the need to recruit and train younger members to serve on the Board.

I have always been moved by how the leadership of South Cove Manor works so successfully to create a model of excellence. The integrity of the Board and Management is impeccable. We are a small business that acts and executes with the professionalism of a much larger company. I look forward to meeting the needs of our tight-knit community well into the future.

South Cove Manor’s future will reflect its past and current success with a continuation of strong financial management and wise and compassionate decisions regarding expansion; building programs; day care programs; state of the art elder care; training and advancement opportunities for staff; continuing education, outreach and services to families and the larger community. It has been a pleasure to serve on this board with so many accomplished people, leaders in their fields of business, law, medicine, education, public service, who give so generously of their time and expertise to make South Cove the truly outstanding organization that it is.
South Cove Manor has provided many memorable moments for me. When I first became a Board Member, I made a visit on my own, not mentioning who I was, so I knew that no one was performing for my benefit. I was amazed to see how the nurses treated patients as though they were their very own parents. I take a great deal of pride in the fact that South Cove is doing so well and I’m very optimistic for the future based on the dedicated and professional nursing staff, the strong support of the community; and the devotion of the Board Members. I am committed to giving my best as I contribute to the future of this outstanding nursing home.

Zhensheng Jason Qu, M.D
Massachusetts General Hospital

I applaud all of the good work that has been done, and will continue to be done, to create South Cove Manor’s success. We cannot celebrate enough an occasion as monumental as this! Each time there is a Department of Public Health Survey that comes out so positive, it’s very exciting. Maintaining an impeccable record of care and support for the elderly is a major accomplishment. To me, being involved with South Cove is an honor. I’ve been on the Patient Care Committee for seventeen years, and hope to part of the South Cove Manor family forever—whether on the Board, or as a volunteer.

Alice Rose
Administrator, North Hill Home Healthcare
In 1977 a small band of warriors began to plan for a long term care facility for our elderly. Eight years later South Cove Manor opened its doors. After twenty-five years of providing high quality services to a very vulnerable population, we remain committed to providing not only excellent nursing care, but also delicious meals and activities to expand the mind and spirit. There is a true understanding and compassion for our residents’ roots in Chinese culture. We have an amazing Board of Directors, a superb management team and a very dedicated staff. We have generous support from the community, from the relatives of residents, and from the various family associations that come to visit on holidays and other times during the year. Our community is generous, not only in dollars, but they are generous with their time as well. We must prepare for the future by moving forward with expansion plans and by refreshing our Board with the next generation of leadership.

South Cove Manor is revered as one of the most loved and respected institutions in the Greater Boston Chinese Community. From its inception as a home-grown non-profit organization, South Cove has operated without outside financial support—a singular achievement. Additionally it has been able to generate the essential financial resources to reinvest in its physical plant and to explore a variety of ways that it can meet the evolving needs of the community. The very low employee turnover rate speaks to excellent employee/management relations and ensures the continuity of high quality care to all the residents. The combined efforts of management, staff and directors have raised the performance standards for all nursing homes not only in Massachusetts but across the country.
Staff Patient Rounds Discussion. Left to Right: ANITA WONG, ROULAN ZHAO, AMY SUN, KITTY WU, and LI CHEN
In 2008 the Federal Government under the auspices of the Center for Medicare and Medicaid Services created the **Five-Star Quality Rating System** to help consumers, their families, and caregivers learn more about the internal operations of nursing homes. Additionally the private sector has inaugurated quality improvement campaigns, such as the Advancing Excellence in America’s Nursing Homes, a coalition of consumers, health care providers and nursing home professionals, all of which provide greater transparency and more specific information for the public to make this most important choice for family members.

The Federal Government delegates to the states the task of conducting a hands-on survey annually. The unannounced survey is a rigorous week-long process during which the internal operations of nursing homes are assessed according to standards set by the Massachusetts Department of Public Health. The Department casts a wide net that encompasses the care of residents, kitchen and food service, housekeeping, medication management, staffing, resident’s rights—literally hundreds of areas are covered.

**South Cove Manor’s Stellar Record with Government Rating Systems . . .**

In **15 of the last 17 surveys**, South Cove Manor has received a **deficiency-free rating from the Massachusetts Department of Public Health**. This unparalleled record of achievement for nursing homes across the country is a source of pride and inspiration that fuels our program of continuous improvement in services to our elderly residents.

The Center for Medicare & Medicaid Services gave South Cove Manor its highest rating, a **Five-Star Quality Rating** based on Health Inspections, Staffing and Quality Measures—three important ways to measure nursing home quality.

A family satisfaction survey conducted by the Massachusetts Division of Health Care Quality reported that **one hundred percent** of respondents said they would refer a friend or family member to South Cove Manor.

**Beyond the Statistics Are the People**

We have cared for many residents over 100 years old since our inception twenty-five years ago, with three currently in house. Each such precious birthday celebrated with the resident’s own family and extended South Cove family is a joyous event. Some of these Golden Age parties have drawn nearly one hundred guests!

*Kowl L. Shing*, with Nursing Director *Kitty Wu*, at her 102nd birthday celebration party, Spring 2010.
A Family’s Point of View

My parents are very old fashioned. They always had a negative concept of going into a nursing home. My father and mother both had health issues, and under the circumstances, they could not take care of each other. Our family all contributed to having someone care for them at home. Mom broke her femur three times in one year before finally agreeing to go to a nursing home. We chose one near our home in Wakefield. Though they tried to accommodate them both very well, both refused to eat, or even come out of their room. They would only eat food we brought them from home daily. Even if they fell, they would call us at home, so as not to bother the staff. It was very stressful. We had heard of South Cove and knew that it was very good, but there was a long waiting list. When mom had her last accident with the broken femur, the local hospital could not perform surgery, so they sent her to Mass General Hospital. After the surgery, they were able to admit her to South Cove. My father, who was suffering from dementia, fell and broke his wrist while at home and was admitted to MGH. From there he was also admitted to South Cove miraculously. To us this was a Godsend to have mom and dad together at South Cove.

Dad was hard of hearing, but could read, so the staff at South Cove would write him notes, and thus began to gain his trust. Here he was well behaved and he gave thumbs up to the staff to express his appreciation. He and mom had the opportunity to be together and be well cared for, although he still preferred to have his wife feed him. Sadly, dad passed away last year, but mom is well cared for by the staff and she finds comfort in the companionship at South Cove.

South Cove became a big solution to a lot of different problems. Everyone here is doing a great job. Mom participates and enjoys all the activities. Now we don’t have to bring her food anymore! Though it is a longer commute to come see her, (we come at least twice a week) it is worth driving through traffic to have the peace of mind of knowing that she is well cared for and happy.

Even my children, who were born and grew up here in the States, are happier knowing their grandparents are being properly cared for at South Cove. They did not like to go to the other nursing home due to criticism by grandma and grandpa. Now they enjoy coming to visit.

We wish there were more nursing facilities like South Cove in the community to care for the elderly.
South Cove Manor’s loyal and hardworking staff is at the heart of our accomplishments. We have been able to develop a work environment that is caring and supportive; one that recognizes the contributions of our employees and rewards them accordingly. We offer benefits that include educational scholarships, career advancement opportunities and professional development. We have a very low turnover over rate—the envy of the industry. Some of our employees have been with us since we opened our doors. We must be doing something very right to retain so many outstanding employees for so many years.

South Cove Manor Management Team

Top Row (left to right): **George Kin, Amy Sun, Joy Towe, Jenna Liberman, Nancy Zraizaa, Li Chen, Siu Ching Sham, Roulan Zhao, Anita Wong, Bin Yao, David McKinnon**

Bottom Row (left to right): **Cydney Dang, Bess Lin, Kenix Dang, Kitty Wu, Elaine Chi, May Lu**

We Salute Our 20-Year Employees

**Matile Aime, CNA**

**Sue Moy Chan, CNA**

**Lisa L Chen, Kitchen Aide**

**Qiu, Wan Wen Chen, PT Assistant**

**Shang Xi Chen, Front Desk**

**Lee, Tiu Ku Chin, Housekeeping**

**Mary Lou Falletti, LPN**

**Cui Yu Li Tan, Kitchen Aide**

**Wing Ye Li, Kitchen Aide**

**Yen Yee Li, Laundry**

**Xin Xi Liang, Kitchen Aide**

**I-Lee Lin, RN**

**Jean M Lukitsch, RN**

**Ying Yan Tan, CNA**

**Fung-San Tang, CNA**

**Chu Ho Towe, Bookkeeper**

**Susan Gu Wang, CNA**

**Anita Wong, Social Worker**

**Oi Mi Wong, CNA**

**Siu Pi Wong, Kitchen Aide**

**Kitty Wu, Director of Nursing**

**Yin Ping Wu, CNA**

**Xiao Xi Wu Mach, CNA**

**Siu Lan Xie, CNA**
Za i Zh Me i
Chef
I came to South Cove Manor right after Mr. Kin. I love to cook and love to serve the elderly. Our residents are very particular, and we cook with the finest ingredients, with no coloring or other additives to create healthy meals that are also delicious. The best part of the job is when the food is done—the creation of the masterpiece.

George Kin
Director of Food Service
South Cove Manor is my longest work place in my life, and it is my honor to work with elderly people. In 25 years, we have been met with so many challenges, serving both Chinese and American cuisine, and trying our best to create meals to suit our resident’s tastes. Our meals are always delicious, healthy and nutritious, and on time. I would like to express my appreciation to my staff on how hard they work. We continually try to improve our dietary department to serve our residents with the best, healthy food.

Zai Zh Mei
Chef
I came to South Cove Manor right after Mr. Kin. I love to cook and love to serve the elderly. Our residents are very particular, and we cook with the finest ingredients, with no coloring or other additives to create healthy meals that are also delicious. The best part of the job is when the food is done—the creation of the masterpiece.

Veronica Saunders, L.P.N.
Working as a nurse at Boston City Hospital, I became aware of how difficult it was for the elderly to get the care they needed after they left the hospital. This made me respond to an ad for help wanted at a brand new facility, South Cove Manor. Compassion, empathy and patience are so important. Knowing their habits, their preferences—I even know the sound of their footsteps if they wake up in the night—these things make them feel at home, appreciated and well-cared for. Our residents value their independence, and at South Cove they can enjoy life.
The George A. Schlichte Learning Center

This year marks the tenth anniversary of the George A. Schlichte Learning Center Scholarship Program. Each year scholarships are granted to employees who pursue advanced education or training in health care. The goal of the program is to foster employees’ personal growth by increasing their knowledge and raising their skill levels in the long term health care field. All staff members are eligible and encouraged to apply for the scholarships. The maximum annual award is two thousand dollars per recipient.

Since 2001 through the present, the South Cove Nursing Facilities Foundation has awarded 31 scholarships to 19 employees of South Cove Manor; six of these employees have received multiple scholarships. Eighty percent of all awardees are currently employed at South Cove, including our first recipient in 2001, Bess Lin.
Annual Learning Center
Community Events

Mayor’s Walk at Boston Common
Mayor’s First Night Event at World Trade Center
Mayor’s Game Week at UMA, Boston
Quincy Lunar New Year Festival at North Quincy High School
Hosted by Quincy Asian Resource
Quincy August Moon Festival at Hancock Street
Hosted by Quincy Asian Resource
Oak Street Fair
Hosted by Boston Chinatown Neighborhood Center
Walk around Jamaica Pond
Hosted by Boston Public Health Commission
Chinatown Spring Festival
Chinatown August Moon Festival

Breakfast Seminars

The First Breakfast Seminar was held on January 13, 2003 here at South Cove Manor. This successful program continues to the present. Total number of seminars held: 154 and average number of attendees: 80–100. The seminars draw attendees from the entire Boston area, and from suburbs including Quincy, Milton, Lexington, Melrose, Reading, Revere and Waltham.

The George Schlichte Learning Center’s Breakfast Seminars included topics on:

Alzheimer’s Disease
Cholesterol Management
Fall Prevention
Flu Prevention
Heart Disease
Home and Community Safety
Oral Health for Seniors
Osteoporosis
Physical Exercise for Seniors
Parkinson’s Disease
Past

Twenty-five years ago South Cove Manor began when local Chinatown activists dreamed of building and operating a nursing home that would offer high quality care to the Asian elderly. They envisioned a home where the elderly could feel at home in a culturally sensitive environment that respected their backgrounds and traditions and where family members could rest assured that their parents and relatives would receive the best care possible.

Present

As South Cove celebrates its 25th year of operation, we can do so with confidence that we have fulfilled the original mission of its Founding Members. With guidance and support from a dedicated Board of Directors, tireless commitment from employees, and strong support from the community, South Cove has grown and flourished into a premier nursing home that all our supporters can be proud of. The Board’s philosophy of providing the highest quality care to residents, valuing its employees, and being a good community neighbor, has proven to be a very successful formula. These core values have enabled South Cove to receive high quality ratings from federal and state regulatory authorities and operate at full capacity with ongoing demands for vacant beds. South Cove has become an invaluable health care resource for the community.

Future

With the passage of a National Health Care bill, federal and state budget constrictions, and greater competition for donation dollars, South Cove Nursing Facilities Foundation and South Cove Manor, like other health care providers, face daunting challenges ahead. Nevertheless, South Cove will carry forth the vision and tradition of our Founders. The Board has recognized the need to expand the operation of South Cove and has made exploration of building a larger facility to meet present and future community health care needs a priority. Finding a land parcel in the Chinatown-Boston area is a major challenge, but with the support of other community organizations such as the Chinese Economic Development Corporation (CEDC), the Asian Community Development Corporation (ACDC), and the Chinese Consolidated Benevolent Association (CCBA), we will continue to pursue the location of a suitable building site.
It is the mission of South Cove Manor Nursing Home to provide high quality nursing care that encompasses the cultural, physical, psychosocial, and spiritual needs of our residents. Our holistic, interdisciplinary approach is applied with a respect for the elderly that is integral to traditional Chinese values. We are also committed to the principle of continuous improvement to ensure that we will provide leading edge care for our residents and up-to-date support services for their families and the larger Asian community.
South Cove Nursing Facilities Foundation, Inc
South Cove Manor Nursing Home

**Founding Members**
- Paul Chan
- Billy Y.S. Chin
- Robert Chin*
- William D. Chin
- Hung Tung Chu*
- Amy C. Guen
- Shih Hing Lee*
- Martha Jane Hackett
- Bernard L. Huang
- Ruth Moy
- George A. Schlichte*
- Helen Chin Schlichte
- David S. Y. Wong
- Eugene Wen-Chin Wu

**Presidents: 1977 to Present**
- Robert Chin*  February 1977–November 1986
- Helen Chin Schlichte  November 1986–May 1990
- Edward J. Guen  May 1991–May 1994
- Billy Y. S. Chin and Helen Chin Schlichte  May 1994–May 1997
- Richard Lui  May 2006–Present

**Directors Emeriti**
- Guilliaem Aertsen IV
- Francis X. Joyce
- William M. Bulger, Jr.
- John A. Ketchum
- Jill Burrows
- Shih Hing Lee*
- Agnes L. Chan*
- May Lee Ling
- Paul Chan
- Nancy Lo
- Billy Y. S. Chin
- Anna M. Ma
- Robert Chin*
- Ruth Moy
- William D. Chin
- Piedad F. Robertson
- Hugh Tung Chu*
- Kenneth E.F. Sands
- Deborah Davis
- George A. Schlichte*
- Amy C. Guen
- David P. Sprague
- Martha Jane Hackett
- Vivian S.Y. Tseng
- Anne M. Crowley
- David S.Y. Wong
- Holloway
- Richard E. Wong
- Nancy Hsu
- Eugene Wen-Chin Wu
- Bernard L. Huang
- Gordon L. Yuen

* Deceased
Current Officers and Directors

President  Richard Lui
Vice President  May Y. Chin
Treasurer  Thomas Chin
Clerk  Hemmie Chang

Board of Directors

Marianne B. Bowler (Foundation only)
Edward J. Guen
Leonard Lai, M.D.
Anne Leslie
Paul J. MacKinnon
Jason Z. Qu, M.D.
Alice Rose
Helen Chin Schlichte
David T. Ting
Hon Hoi Yee, M.D.
South Cove Nursing Facilities Foundation, Inc.
South Cove Manor Nursing Home

Timeline

1970

**September 19, 1974**
First meeting to discuss the urgent needs of Chinese patients and the backlog of Chinese-speaking patients in hospitals who needed long term care.

1974–1977
Informal meetings to assess the needs of Chinese-speaking elderly population; to determine feasibility and to identify operational issues.

February 3, 1977
South Cove Nursing Facilities Foundation, Inc. (SCNFF) is officially incorporated.

July 14, 1979
Certificate of Determination of Need is issued by Department of Public Health.

July 19, 1979
Boston Redevelopment Authority tentatively designates SCNFF as re-developer of Parcel No. 4 at 120 Shawmut Avenue.

1980

**Late 1981**
Cushman Management Associates is invited to act as informal consultants to SCNFF.

**March 1984**
Twenty-four individuals and businesses loan $348,000 to SCNFF. This amount in cash is placed in escrow as a requirement to close on the construction financing for South Cove Manor. (In July 1990, the lenders forgave $140,000 and contributed these sums to SCNFF. In addition, $101,650 in interest was forgiven.)

**April 14, 1984**
Groundbreaking ceremony takes place on site with Congressman John Joseph Moakley as honored guest.

1990

**May 1, 1990**
• Contract is renewed with Cushman Management Associates.
• Facility is Medicare certified.
• Wah Jin Charitable Trust is established as a Fund for Celebrations; China Pearl Restaurant stockholders donate $20,000 for celebration of traditional festivals for residents.

**November 1995**
• Tenth Anniversary Celebration.
• Expansion of staff dining room and lobby renovations.

1997

**August 1997**
Mei Wah Village opens for occupancy.

2000

**May 16, 2000**
Dedication of George A. Schlichte Learning Center to provide a resource for bilingual health care education and information for residents, families and the community.

**November 1995**
• Ten Anniversary Celebration.
• Expansion of staff dining room and lobby renovations.

**March 2001**
Mass Pike Towers renovations are completed; 200 units of low-income housing are preserved.

2001

Quality Assurance Program is instituted to oversee routine medical care; gauge response to medical emergencies; ensure initial training and skill maintenance and generally to ensure high level quality care for all residents.

Congressman John Joseph Moakley, honored guest and speaker at groundbreaking ceremony.
2002
Bess Lin is awarded the first George A. Schlichte Learning Center Scholarship.

2003
• South Cove Manor is selected to participate in Brandeis University study “The Effect of Leadership, Relationships and Work Design.”
• Nursing Recruitment Program is initiated. First trip to China to recruit nurse candidates.
• Chinese Eldercare Resource Directory is created and published.
• Health Education Internship Program, co-sponsored with Area Health Education Center, offers on-site training to high school students interested in exploring the health care field as a vocation.

U.S. Department of Health and Human Services sends team of researchers to study practices at South Cove Manor, which is identified as one of sixteen high-achieving nursing homes across the country.

2004
May 14, 2004
Saluting Excellence Celebration honoring South Cove Manor’s receipt of MA State Senate proclamation and City of Boston commendation for its record of eleven straight deficiency-free annual state surveys.

October 2005
Twentieth Anniversary Celebration pays tribute to our proud past; looks to our promising future.

Li Chen, R.N., B.S.N., South Cove Manor’s Director of Nursing for twelve years becomes Administrator of South Cove Manor

2005
• Achievement of our 13th Deficiency Free Department of Public Health State Survey
• Kellogg Foundation $50,000 Grant funding the Adopt-a-Grandparent Program

2006

2007
• Centers for Medicaid and Medicare Services (CMS) launches national Quality Rating System for nursing homes. South Cove Manor scores highest possible rating, Five Stars!
• South Cove Manor launches new, dynamic website: www.southcovemanor.com. We now get over 300 visitors a month to our site from all over the world.

2008
South Cove Manor Receives 15th Deficiency Free Department of Public Health State Survey

2009
South Cove Manor Celebrates 25th Anniversary!
Monthly Breakfast Seminar Activities for Community Seniors

*Top left:* Blood screening program

*Top right:* Classic Chinese music program

*Inset:* Breakfast Seminar speaker

*Bottom left:* Breakfast Seminar participants
We Salute Our Donors
2005–2010

We are grateful to the many people, organizations and community groups that have helped South Cove Manor reach this 25-year milestone. As we honored our donors from 1985–2005 in our Twenty-Year Commemorative History, we are proud to list contributors from 2005 to the present.

Allen Wong
Amy Moy
Amita Buddhism Society
Angela Derubeis
Anita Chan
Anita M. Chan-Bovio
Arlene Guberman
Bak Fun & Mee Kee Wong
Bank of America
Matching Gifts
Bao Er Lo
Barbara Schlichte
Barbara Homer Yee
Beck Won Lew
Bik Fung Ng
Billy Y. Chin
Bow Sim Yen
Candy L. & Troy L. Barr
Carol & Warren Lee
Caroline Chang
Catherine Obsren-Robinson
Charles C. Chang
Chau Chow Association of N.E.
Che Chung Chi
Cheng/Chi Kwan Wong
Chik Ching Law
Chinese Calligraphy Association
Chinese Merchants Association
Church Of Living Grace of N. J
Cleotilde E. & George H. Vatter
Connie & York Lo
Cynthia M. Sullivan
Danny Dinh
Danny Chau
Danny C. & Miha Lui
David & Linh Tsang
David G. T Jung
Debaret Pishler
Debbie Chan
Debra Graham
Donna Kwong
Doreen Dong
Dr. Y. T. Feng
Dryen Tsai Feng
Ed & Amy Guen
Edmund J. & Cynthia Y. Hsieh
Edward Kwong
Elnor Berg
Epoch Times
Fai Lui Kwok
Frank & Kathleen Chin
Frank R. & Dwendolen G. Haskell
Gary Johnson
Gee How Oak Tin Association
Gee Pay Kuo Association of N.E.
Geo & Patricia Thorogood
Gock Ling Wong
Grace Tsui
Hak Lau
Harold J. & Phyllis P. Turin
Helen Chin Schlichte
Henry Chin Fong
Hing Soo Hoo
Home Buyer Service DND Staff
Hon Hoi Yee
Hong Wee Yong
Howard Mui & Susan Shuvah Mui
Jadine Soo Hoo
James Hartnett
Jason Zhenshen Qu
Jay M. & Ann F. Schwartz
Jenny Chiu
Jill Burrows
John H. & Nancy G. Read
Joslin Diabetes Center
Joyce Gong
Judy Tong
Julie Lee
Just Give
Kai Cheung Lau
Kai Ling Lee
Karen Hewitt
Katherine Kottaridis
Kathleen Chin
Kelly & Harold Kalick
Kenneth F. & Janice Bryant
Kevin S. & Deborah E. Hart
Kim L. & Jenny S.H. Chan
Kin Ping Chu
Klyster Yen
Kwai Kwan Cheung
Larry & Lucy Doo
Laura Younger
Lee Kwong
Lee Association
Lee On Dong Association of N.E.
Liberty Mutual Foundation
Lily Yee Yee Chin & Steven Chen Yu Ni
Linda & Lester Fleishman
Lindsay Trentomozzi
Lu Hsu
Lydia B. Shire
Mable Kwong
Marilyn Krassin
Mary Liao
Mary T. Breslin
MA Buddhist Association
McCarthy Bros. Furniture
MGS & PRS Charitable Trust
MHIC
Michael & Stella Flynn
Milton & Eileen Puttermann
Mime Wong
Min Fay Chin
Mona Seeto
Moy Ni Han & Bekay
Moy Shee Association
Mr. & Mrs. Kin Don Moy
Mr. & Mrs. Shiou Cheung Chu
Mr. & Mrs. Te Ming Lee
Mr. & Mrs. Zhao & Family
N. Tsao
N. T. Lu
Nun Welfare Association
Norbert & Carolyn Ng
Oahn T. Huynh
On Leong Tang
Patrice Murphy
Patricia L. Gregson
Patricia L. Garrambone
John R. Flanagan
Paul & Anna Chan
Paul & Elizabeth Chagnagn
Paul Hok Yee & Diane Ho
Paul K. Chan
Peter & Laura Chan
Peter K.L. Chan
Que Sing Music Club
Regina Chin
Rita P. Moy
Robert Chandler
Robert Melchin
Robert E. Greenbaum
Robert H. Quinn
Robert M. Alvanos
Robert S. Chin & Family
Robie MacLaughlin
Rosemary Lam
Sandra Marie Sanchez
Scott D. & Gladys A. Olson
Shai Kwan Wong
Shawn & Fung Ming Lee
Sing & So Chun Lau
Siu Huy Chan
So Yu Vuen Benevolent Association of N.E.
South Cove Community Health Center
Stanley & Carolyn Maetz
Stanley & Josephine Chen
StatSpin
Stella Chin
Stephanie S. & Randall S.
Goldstein
Stephen & Marie Nolan
Susan Brogna
Susan N. Dalton
Teresa Tse, DMD
The Children School Inc.
The Kamouzis Family
Tien Yu Tsai
Travina Lee
Trinity Financial
Tuff College
Walter C. & Dorothy S. Ng
Wei Jan Kuo
William Wong
William Feng
Wing K. Mui
Wingay Leung
William F. Cahalane
William & Deborah Lam
Xiao Ping Xie
Yu Geng Lui
Yuen Sheung Lam
In Memory of Ko Kwei Young
In Memory of Mrs. Yung

The preceding list includes gifts made from 2005 to the present. We have taken great care to ensure its accuracy. Please contact Richard E. Wong, Managing Director, South Cove Nursing Facilities Foundation, Inc., at 617-423-0590 to report any errors or omissions.
Left: Intergenerational Program
Making Dumplings: **JUDY WONG** and **LOW WING**

Right: Vegetable Garden at the Manor
**MEI CI CHAN MA**, kitchen aide, spends her day off planting vegetables in the garden.

Inset: Pet Therapy Program
**LINH PHAM**, resident, **EMAN LEE**, volunteer and **Snicker the dog**

Left: Arts and Elders program participants
Inset: Calligraphy

Gwine Tom, resident, practicing her calligraphy.

Top right: Residents versus Staff Mahjong Tournament
(Residents are the reigning champions!)

Clockwise: Hing Li (resident), May Lu (staff),
Jin Meng (resident), Kenix Dang (staff)

Right: Exercise class