



Reflections & Celebrations:

10th Anniversary of the Journey to Promote Mental Health

Réflexions et célébrations:

Dixième anniversaire du projet Parcours pour la promotion de la Santé Mentale

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Introduction to the 10th Anniversary Booklet



Hong Fook Mental Health Association's "Journey to Promote Mental Health" celebrates its 10th year in operation this year. Since 2008, the Journey to Promote Mental Health program has surpassed its humble beginnings and its original aim to strengthen the settlement and community service sector's (in both English and French speaking community) capacity to work with newcomers, immigrants and refugees struggling with mental health issues. Organizations and their staff throughout Ontario have increased their understanding and knowledge of mental health and illness, the connection between the settlement process and mental health, cultural competency in service delivery, mental health as a resource for daily living, and the process of making appropriate referrals and offering short-term supports.

This 10th anniversary booklet celebrates the accomplishments of this important initiative and the impact of its training on the lives of individuals, families and communities in Ontario. While much good has come from this initiative, it would be wise to note that the occasion of the anniversary offers but an opportunity to pause, reflect, celebrate and to learn from the past in anticipation for what lies ahead. While the initiative has no doubt been an important one influencing the lives of both service providers and members of their communities, the "journey to mental health" continues and much more work lies ahead. It is our hope that the issue of mental health and cultural competent care, particularly in the settlement sector, continues to remain at the forefront of policy makers, organizations and frontline workers moving forward.

Joint Message

**From the chair of the board, Mr. John Park &
Executive Director, Ms. Bonnie Wong**



Ten years of experience in navigating the journey to mental wellness (2008-2018)

The experience of migration can be stressful. Settlement is a health issue and “mental health” is an important aspect of the settlement process. Post-migration stress contributed to the poor mental health of immigrants and refugees. Recognizing these needs, the Ontario Council of Agencies Serving Immigrants (OCASI) and the Hong Fook Mental Health Association (Hong Fook) have set their ambition for better mental health in early 2007.

The “Journey to Promote Mental Health”, a bilingual training program funded by the federal government, was first launched in 2008. The Training Program aims to strengthen the settlement and community service sector’s capacity in working with newcomers who are struggling with mental health issues and to increase their knowledge of mental health services in making appropriate referrals and offering short-term support.

In the past decade, Hong Fook has offered different types of trainings that include:

- » Two-day “Journey to Mental Health” Essential Mental Health Training in English and French;
- » One-day “Putting Knowledge into Practice” in English and French for past participants;
- » Two themed-based webinars focusing on topics customized for settlement service providers;
- » Annual capacity building circles bringing participants together to form a community practice circle and exchange learnings on best practices and culturally competent approaches.

We are very proud of all the accomplishments throughout the years. We would also like to express our heartfelt thanks to our funders, our numerous partners, our advisory committee members and subject-matter experts, our training team, our clients and all the participants who have contributed to the great successes of the program.

Message conjoint

du président du conseil d'administration, M. John Park et la directrice générale, Mme Bonnie Wong

Dix ans d'expérience navigant le parcours vers le bien-être mental (2008-2018)

L'expérience de la migration peut être stressante. L'établissement au Canada impacte la santé et la santé mentale est un aspect important de ce processus. Le stress post-migratoire a contribué à la mauvaise santé mentale des immigrants et des réfugiés. Reconnaissant ces besoins, OCASI - Ontario Council of Agencies Serving Immigrants et Hong Fook - l'Association pour la santé mentale Hong Fook ont fixé comme ambition d'améliorer la santé mentale au début de 2007.

Le "Parcours pour Promouvoir la Santé Mentale", programme de formation bilingue financé par le gouvernement fédéral, a été lancé en 2008. Ce programme vise à renforcer la capacité des organismes de l'établissement au Canada et des services communautaires de travailler avec les nouveaux arrivants aux prises avec des problèmes de santé mentale et approfondir leurs connaissances des services de santé mentale existants en effectuant les recommandations appropriées et en offrant un soutien à court terme.

Au cours de la dernière décennie, Hong Fook a proposé différents types de formations, notamment:

- » Une formation de deux jours sur l'essentiel de la santé mentale "Parcours pour la santé mentale" en anglais et en français;
- » Une formation d'une journée «Mise en pratique du savoir» en anglais et en français pour les anciens participants;
- » Deux webinaires thématiques sur des sujets personnalisés pour les fournisseurs de services d'établissement;
- » Des cercles annuels de renforcement des capacités réunissant les participants pour former un cercle de pratiques communautaires et échanger des enseignements sur les meilleures pratiques et les approches culturellement compétentes.

Nous sommes très fiers de nos réalisations.

Nous souhaitons exprimer nos remerciements les plus sincères à nos bailleurs de fonds, à nos nombreux partenaires, aux membres de notre comité consultatif et à nos experts dans les différentes matières, à notre équipe de formation, à nos clients et à tous les participants qui ont contribué au grand succès du programme.

Congratulatory Remarks / Remarques de félicitations

Remarks from Immigration, Refugees and Citizenship Canada (IRCC)

Dear Hong Fook Mental Health Association,

On behalf of Immigration, Refugees and Citizenship Canada (IRCC), I would like to extend heartfelt congratulations to you for your enormous contribution over these past 10 years in building capacity in the settlement sector in the area of newcomer mental health.

Your commitment to helping newcomers who are dealing with mental health issues has resulted in 107 face-to-face training sessions and 14 online webinars to over 3,420 settlement workers in 395 agencies within 20 municipalities across Ontario to date. This is quite an accomplishment and one that inspired a strong partnership with the Ontario Council of Agencies Serving Immigrants.

In response to the Syrian refugee crisis in 2015, you incorporated the trauma informed care section into the training curriculum, to address the influx of refugees settling in Canada. I commend you on your versatility and adaptability in supporting refugee resettlement. Moreover, I would like to acknowledge your contribution to the settlement sector by equipping front-line staff with a thorough understanding of newcomers' mental health needs.

Thank you for your continuous service in helping newcomers successfully settle in Canada.

Fraser Valentine

Assistant Deputy Minister

Settlement and Integration Sector

Immigration, Refugees and Citizenship Canada / Government of Canada

Fraser.Valentine@cic.gc.ca / Tel: 613-437-9196

Remarques d'Immigration, Réfugiés et Citoyenneté Canada (IRCC)

À la Hong Fook Mental Health Association,

Au nom du ministère de l'Immigration, des Réfugiés et de la Citoyenneté (IRCC), je tiens à vous féliciter chaleureusement pour votre considérable contribution, au cours des dix dernières années, au renforcement de la capacité en matière de santé mentale des nouveaux arrivants dans le secteur de l'établissement.

Grâce à votre détermination à aider les nouveaux arrivants aux prises avec des problèmes de santé mentale, vous avez offert à ce jour 107 séances de formation en personne et 14 webinaires en ligne à plus de 3 420 travailleurs de l'établissement dans 395 organismes situés dans 20 municipalités en Ontario. C'est tout un accomplissement et cela a entraîné un solide partenariat avec l'Ontario Council of Agencies Serving Immigrants.

En réponse à la crise des réfugiés syriens en 2015, vous avez intégré la section des soins axés sur les traumatismes dans le programme de formation face à l'afflux de réfugiés s'établissant au Canada. Je vous félicite de la polyvalence et de la capacité d'adaptation que vous démontrez dans votre appui à la réinstallation des réfugiés. De plus, j'aimerais souligner la contribution que vous apportez au secteur de l'établissement en donnant au personnel de première ligne une connaissance approfondie des besoins des nouveaux arrivants en matière de santé mentale.

Nous vous remercions de votre service continu pour aider les nouveaux arrivants à s'établir avec succès au Canada.

Fraser Valentine

Sous-ministre adjoint

Secteur de l'établissement et de l'intégration

Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada

Fraser.Valentine@cic.gc.ca / Tél.: 613-437-9196

Remarks from Ontario Council of Agencies Serving Immigrants (OCASI)

OCASI is pleased to congratulate Hong Fook Mental Health Association on its 10th anniversary celebration for the Journey to Promote Mental Health Training Program.

According to the 2016 Census, more than 1 in 5 Canadians were born abroad. The wellbeing of immigrants and refugees impacts Canada's future. However, newcomers experience a high level of stress in immigration and settlement. It is crucial for settlement and community workers, newcomers' first point of contact, to be trained on mental health knowledge and early identification skills.

In early 2007, OCASI and Hong Fook began a dialogue to discuss the possibility of a partnership to provide a culturally appropriate mental health training program to immigrant and refugee settlement workers across Ontario. Thanks to funding support from Immigration Refugees and Citizenship Canada (known in 2007 As Citizenship and Immigration Canada), the two organizations came together in partnership to develop, launch and co-deliver Journey to Promote Mental Health. Hong Fook continued the Journey in 2011 with a focus on delivering training, while OCASI led promotion and outreach. After 10 years of close collaboration, we are delighted to see this Journey has engaged 3,420 settlement workers from 395 agencies, from 20 municipalities across Ontario.

Along this journey, OCASI and Hong Fook also worked on a few special projects, including:

1. A collaborative project from 2016 to 2017: A Training Series for Community Workers Serving Immigrants and Refugees, together with Canadian Center for Victims of Torture (CCVT); and
2. OCASI's Mental Health Promotion Project started in 2018.

Whether partnering with OCASI to deliver training, including e-learning, or supporting project development as an Advisory Committee member, Hong Fook has made a significant contribution to build capacity in refugee and immigrant services to promote mental health and newcomer wellbeing, and appropriately respond to mental health issues in diverse communities.

We are pleased to hear Hong Fook's Training Program has secured another five-years of funding from IRCC. We look forward to continued collaboration on this important journey. All the best for the coming years!

Debbie Douglas

Executive Director, OCASI

Remarques du Conseil des organismes de l'Ontario au service des immigrants (OCASI)

C'est avec grand plaisir que OCASI félicite l'association Hong Fook Mental Health pour le dixième anniversaire de son Programme de formation de promotion de la Santé Mentale *Journey to Promote Mental Health*.

Selon le recensement de 2016, plus d'un canadien sur cinq sont nés à l'étranger. Le bien-être des immigrants et réfugiés a un impact sur l'avenir du Canada. Toutefois, les nouveaux arrivants font l'expérience d'un haut niveau de stress en immigration et établissement. Il est donc crucial pour les travailleurs du secteur d'établissement et les travailleurs communautaires, premiers points de contact des nouveaux arrivants, d'être formés sur la santé mentale et l'identification précoce des compétences.

En 2007, OCASI et Hong Fook ont entamé des discussions sur la possibilité d'un partenariat pour fournir un programme de formation de santé mentale culturellement approprié aux travailleurs d'établissement des immigrants et réfugiés à travers l'Ontario. Le financement de Immigration, Réfugiés et Citoyenneté Canada (appelé alors Citoyenneté et Immigration Canada), a favorisé cette collaboration pour développer, lancer et assurer ensemble les formations du programme *Journey to Promote Mental Health*. Hong Fook a continué l'initiative en 2011 en se focalisant sur les formations, que OCASI a ensuite promu. Après 10 ans d'étroite collaboration, nous nous réjouissons de constater que cette initiative a permis d'impliquer 3420 travailleurs d'établissement de 395 agences, de 20 municipalités à travers l'Ontario.

Parallèlement, OCASI et Hong Fook ont continué de travailler sur des projets spéciaux dont:

1. Un projet collaboratif de 2016 à 2017 avec le Canadian Center for Victims of Torture (CCVT): une série de formation pour les travailleurs communautaires servant les immigrants et réfugiés
2. Un projet de promotion de la santé mentale commencé par OCASI en 2018.

Qu'il s'agisse d'offrir en partenariat avec OCASI des formations, y compris en ligne, ou de supporter le développement de projet en tant membre du Comité aviseur, Hong Fook a contribué de façon significative au renforcement de capacité des services promouvant la santé mentale auprès des réfugiés et immigrants, le bien-être des nouveaux arrivants et les réponses appropriées aux problèmes de santé mentale au sein des diverses communautés.

Il nous fait ainsi plaisir de savoir que le programme de formation de Hong Fook sera à nouveau financé par IRCC pour les cinq prochaines années. Nous nous réjouissons de pouvoir continuer notre collaboration sur cet important voyage. Bonne continuation!

Debbie Douglas

Directrice Générale, OCASI

About 'Journey to Promote Mental Health' Project



The “Journey to Promote Mental Health” initiative is a project of the Hong Fook Mental Health Association that is funded by Immigration, Refugees and Citizenship Canada. The series of training is offered to organizations and their staff who work with newcomer, immigrant and refugee clients. The aim of the initiative is to enhance the capacity of these organizations and their staff in addressing and dealing with mental health issues that are presented by their clients.

The overarching goal of the initiative is to:

- » enhance participants’ knowledge, awareness, and understanding of cultural differences and how that effects mental health
- » encourage a review of their practices in order to improve services for clients coming from diverse backgrounds.

To achieve this, the trainings focus on:

- » building awareness, knowledge and skills around mental health
- » cultural competent care to support clients who are experiencing mental health challenges
- » self-care for service providers.

Although the initiative started with a foundational training in mental health and mental illness, more advanced training on requested topic areas are also available. A community of practice has also emerged and a variety of subject matters are offered via webinars.

Our journey began...



Seeds of the “Journey to Promote Mental Health” initiative were planted in early discussions in 2007 between Hong Fook Mental Health Association (Hong Fook) and the Ontario Council of Agencies Serving Immigrants (OCASI). Both organizations recognized that despite the rapidly emerging mental health needs of newcomers, refugees and immigrants in Ontario, there was no program in place to provide culturally sensitive mental health training for settlement service workers working with these diverse communities. A program was urgently needed to address what mental health is, how mental health intersects with the settlement process and other determinants of health, the role of settlement sector staff and organizations and how to make appropriate and timely referrals to mental health and community services.

And so in October 2008, Hong Fook and OCASI were granted their first funding from the federal government to make their vision into a reality....

The first year of the program exceeded all expectations. The Training Team reached 163 participants but by all indications, ongoing training and supports for settlement workers was required.

Based on the positive responses and the outcomes and the overwhelming needs from the settlement sector, the training team requested and received an extension from Immigration, Refugees and Citizenship Canada for an additional year of programming in order to reach more frontline settlement workers. The following year also proved popular and a one-year extension became two and so forth.

Our Project Team



Bonnie Wong
(Executive Director)



Sunny Wang
(Manager)



Maria Lo
(Project Coordinator and
Workshop Facilitator)



Emillie Nguyen (Workshop
Facilitator)



Jean Paul Jean Baptiste
(French Consultant since
2011)

Our Footprints Across Ontario...

An Ontario map showing the locations of workshops in the 10 delivery year
The cities that we have provided trainings in the past 10 years



Our Timeline of Events & Milestones

2008 - 2011

Hong Fook and OCASI submitted a joint proposal to Immigration, Refugees and Citizenship Canada in 2008 and was accepted. (IRCC, formerly Citizenship and Immigration Canada). Hong Fook was responsible for the development of the training curriculum and the delivery of the foundational mental health workshops. OCASI would take care of all the administrative aspect of the project. The partnership between Hong Fook and OCASI ran until March 31, 2011.



2011 - 2013

- » Hong Fook delivered 22 foundational mental health workshops in English and four in French within 7 cities across Ontario on its own.
- » Published the 2nd edition of the reference book for the training project
- » Conducted a Needs assessment survey with over 500 past participants in 2013.
- » The objective of the survey is to use the information obtained to design the curriculum of a new advanced training sessions as well as a webinar' training series.

2013 - 2017

- » Hong Fook continued to provide foundational mental health training with newly added content on trauma-informed care.
- » Developed a NEW curriculum on Advance training that focused on the understanding of culturally determined approaches to mental health and learn how to distinguish between culturally specific behaviour and signs of mental health issues.
- » Started a theme-based Webinars series presented by content experts to further strengthen participants' knowledge and their intervention skills.
- » A half-day reunion/consultation session was introduced in 2016/17 aiming to offer a forum for participants to share their experiences, their challenges when applying what they have learned.



2018 - 2019

- » Continued to deliver the basic mental health training and the theme-based webinar series,
- » Developed a NEW 1-day “Putting Knowledge into Practice” training curriculum that would concretize previous learning by applying intervention strategies and demonstration of personalized holistic settlement plans.
- » A half-day reunion/consultation session was expanded to a full day session hoping to create a local peer practice circles and build learning communities among participants.



Our Lasting Impacts

Achievements in the past 10 years:

107
face-to-face
training
sessions
delivered

14
online
webinars
delivered

Over
3,420
trained service
providers and 395
agencies within
20 cities across
Ontario reached

2
published project
reference handbooks
1
self-care handbook
for front-line workers

Since the beginning of the journey, evaluation has been a key component of the project. However, in an attempt to attain more rigorous and unbiased feedback, a third party evaluator was hired in 2013 to conduct independent evaluation for all project activities.

Results indicate that projected outcomes and target number of participants were exceeded annually. Further, participant demands or needs have evolved over the years. In response to evolving needs, an Advanced Training component was offered in 2013, alongside the Fundamental or Essential Training. The Advanced Training component was later replaced by a more hands-on training component, Putting Knowledge into Practice (PKIP), starting in 2017.

The following are highlights of the most recent evaluation results:

Change in knowledge of culture and health

After the training

77%

of participants felt that they could distinguish cultural behaviours from mental illness symptoms in their clients

Readiness to take **cultural elements** into consideration when developing client plans

After the Essential Training



Before the Essential Training



Increase in knowledge on mental health and mental illness

After the training

70%

of participants strongly agreed that they understand mental health and mental illness well

Prior to training

42%

of participants strongly agreed that they understand mental health and mental illness well

Change in readiness to motivate clients to seek mental health support

After the training, an increase of

33%

of participants agreed that they have learned new ways of building trust and rapport with clients

Participants feeling that they can **motivate clients** to take action to improve their mental health

After the training



Prior to the training



Readiness to recognize the signs and symptoms of trauma

Participants with knowledge of **trauma treatment approaches**

After the training



Prior to the training



Participants with understanding of **the causes of traumas**

After the training



Prior to the training



Our Lasting Impacts

The following quotes showcase some of the feedback from the various training sessions throughout the 10 years:

” How the participants will use the newly learned knowledge:

“I will use it on my daily activities at work. It will help me to provide the right services and referral to my clients according to their needs.”

“I learn a lot from this workshop and for sure I will use [it] by supporting, giving love and education about mental health to clients.”

“These trainings will help me to assess and help motivate clients towards better treatment.”

” Participants felt better equipped and understood more about what they could do to practically help their clients:

“Case examples were very relevant and real to help in my daily work.”

“What I found very helpful [was]...understanding that everyone is different and therefore should be treated differently.”

“Putting mental health into cultural context - very eye opening, and I feel equipped with a lot of new tools.”



” Regarding self-care:

“It was really a true journey to promote mental health for me.... [learning how to look at our own health by understanding and revisiting our own perception of self-care.”

“Self-care is very important.”

“Signs of stress taking over...Knowing your limits.”

” Participants’ satisfaction:

“Everything is valuable. I liked the consumer sharing, the booklet is very valuable, the presenters are very good. I will benefit from the training a lot.”

“I learnt a lot from the facilitators. This is very good training for workers like me who works with the clients, so we can deal with the clients and also we can recognize their feelings and actions and the way they talk. We need this kind of training for front line workers.”

Our Advisory Committee

Formation of an Advisory Committee - Based on the principle of capacity building and participation, a Project Advisory Committee was formed for the collection of meaningful input from participants and service providers. The project Advisory Committee has played a critical part since the inception of the project in 2008. Advisory members were selected based on subject area expertise and experience in the settlement, social service and/or health sectors. We are deeply grateful for the contribution of each Advisory member over the years. Their wisdom, insights and suggestions have guided the direction of the project to maximize benefits to organizations and individuals delivering services to newcomers, refugees and immigrants.

Past and current Advisory Committee members are from the following organizations:

- » Access alliance multicultural health and community services
- » Agincourt community services association
- » Bloor Info. and Life Skills Center
- » CAMH
- » Canadian Centre for Victims of Torture
- » Catholic Cross Cultural Services
- » Centre Francophone de Toronto
- » Centre for Information & Community Services
- » College Boreal
- » Community Development Council Durham
- » Culturelink
- » Dixie Bloor Neighbourhood House
- » Institute of Leadership for Women in Ontario
- » Jane Finch Community & Family Centre
- » Job Skills
- » KCWA Family and Social Services
- » Madison Community Services
- » Mennonite New Life Centre
- » Newcomer Women's Services Toronto
- » North Bay & District Multicultural Centre
- » Northwood Neighbourhood Services
- » North York Community House
- » OCASI
- » Ottawa Carleton Immigrant Services Organization
- » POLY CULTURAL IMMIGRANT AND COMMUNITY SERVICES
- » Rexdale Women' Centre
- » Scaddling Court Community Centre
- » Skills for Change
- » South Asian Family Support Services
- » St Stephen's Community House
- » TESOC Multicultural Settlement Services
- » Thorncliffe Neighbourhood Office
- » Thunder Bay Multicultural Association
- » Woodgreen Community Services
- » YMCA

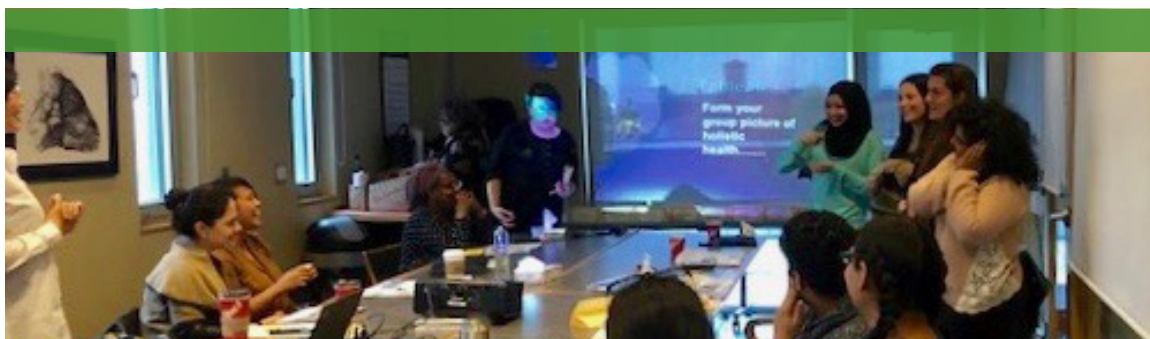
Our Subject Matter Experts

The project wouldn't have been this successful without the specific expertise and generous support from the following subject experts:

- » Mr. Raymond Chung (former project lead and content contributor)
- » Ms. Angela Tse (former project lead and content contributor)
- » Our clients who informed the development of this project
- » Dr. Ted Lo; Psychiatrist, Psychiatric consultant at Hong Fook and Across Boundaries Ethnoracial MH Centre
- » Dr. Kenneth Fung, Staff Psychiatrist and Clinical Director of the Asian Initiative in Mental Health Program at the Toronto Western Hospital, University Health Network. Associate Professor with Equity, Gender, and Populations Division at the Department of Psychiatry, University of Toronto
- » Dr. Samuel Law, Staff Psychiatrist at St Michael's Hospital & Clinical Director, Assertive Community Treatment Team, Mount Sinai Hospital
- » Mr. Henry Wai, Certified Trainer with the Center for Nonviolent Communication
- » Dr. Danny Yeung, Head of International Development and Senior Faculty of the AEDP Institute, trainer and supervisor of
- » Accelerated Experiential Dynamic Psychotherapy (AEDP) for post-graduate mental health professionals in Hong Kong, China, United States and Canada
- » Dr. Albert Allen, Psychiatrist, consultant at Hong Fook Asian Clinic and the ADHD Clinic
- » Ms. Daphne Au Young, MA. Registered Psychotherapist
- » Professor Patricia Spindel, decades of experience in the health and human services and post- secondary education, including work with young people and families.
- » Dr. Lisa Andermann, staff psychiatrist at Mount Sinai Hospital, Associate Professor, Equity, Gender and Population, Adult Psychiatry and Health Systems

Today and Beyond...

Future projects and opportunities



Hong Fook has been recently approved by IRCC to run (continue) the “Journey to Mental Health” project for an additional five years, from 2020 to 2025, and is currently working with IRCC to finalize the project agreement. With over 10 years of success, Hong Fook proposes to continuously deliver this training project and expand it to nationwide, to facilitate service providers to deliver responsive and coordinated settlement and community services and foster a welcoming community for immigrants. With a growing settlement sector and a quick turnover of staff, the need for mental health training and supports remain high among settlement and affiliated organizations and their staff. Provision of culturally competent care to clients who face mental health issues and other practical supports and resources also remain of high interest in the sector.

With the additional funding from IRCC, Hong Fook will continue to deliver the 2-day Essential Mental Health Training, a one-day Putting Knowledge into Practice and theme-based webinar trainings. New to this training series are 1) a component on workplace mental wellness which is to promote strategies of cultivating a supportive and healthy workplace, which eventually enhances the settlement providers’ capacity to serve with maximum effectiveness.

2) The capacity-building circle that aims to strengthen participants’ knowledge in a culturally responsive approach and enhance their capacity towards culturally competent practices, which is critical for a welcoming community with such a diverse population.

So the “Journey to Mental Health” continues and we shall see what the next chapter holds for Hong Fook as the project evolves and the pages unfold...

Our Contact info & Website



For further information:



Sunny Wang

Manager, Resource
Advancement and
Communications

Phone: (416) 493-4242 x 2258

Email: swang@hongfook.ca

Maria Lo

Training Coordinator
Journey to Promote Mental
Health Project

Phone: (416) 493-4242 x 5276

Email: mlo@hongfook.ca



Website:

Visit us at www.hongfook.ca

**SCARBOROUGH
HEAD OFFICE**

3320 Midland Avenue,
Suite 201, Scarborough,
ON, M1V 5E6

**NORTH YORK
BRANCH OFFICE**

1751 Sheppard Avenue
East, G/F, North York,
ON, M2J 0A4

**DOWNTOWN
BRANCH OFFICE**

130 Dundas Street
West, 3rd Floor Toronto,
ON, M5G 1C3

