



AN EXPANSION PHASE

2010-2011 Annual Report

MENTAL HEALTH: YOUR LIFE



AN EXPANSION PHASE

With the extraordinary support from the Board of Directors, Management Staff, Staff, Volunteers, Community Partners, Funders, Sponsors, Donors and Consumers as well as their Family Members, Hong Fook has been able to expand its mission to serve the Asian Communities by setting up a 3rd Multi-service site in North York, Toronto and a Nurse Practitioner-Led Clinic to provide more comprehensive community mental health programs in the Greater Toronto Area and to continue to promote mental health in the Province of Ontario. Our expansion is about being a learning and responsive organization to embrace our values to fight stigma and to build resilience.

Our Vision

A multicultural community that understands mental health and accepts mental illness.

Mission

Hong Fook Mental Health Association works with Asian communities to keep people mentally healthy and manage mental illness from recovery to wellness, through promotion and prevention, treatment, capacity building and advocacy.

Core Values

Equity
Diversity
Cultural competence
Empowerment
Capacity building
Community participation
Self help
Mutual support

Service Commitment

Responsive
Accessible
Accountable
Collaborative
Integrated
Innovative

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MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR

President: Ken Chan

Executive Director: Bonnie Wong

In the past twelve months, we have undertaken several exciting new initiatives that will have powerful impacts on our organization, our clients and the community in the years to come.

From Present to the Future – Strategic Plan

With the presence of many new initiatives and opportunities, the Board has decided to develop a new multi-year strategic plan to ensure the organization is well equipped in dealing with the various challenges and opportunities that we are facing and it has laid out a general direction for the organization moving forward to another level of success. The mission statement has been updated to epitomize the organization's current activities in one concise statement. The strategic goals have been clearly established to provide the continuum of services to clients through our core values and commitments.

From Mental to Physical – Seamless Holistic Care

With the visionary support from the Ministry of Health and Long Term Care, we have secured funding for a Nurse Practitioner – Led Clinic with a mandate focused on the physical health of people with mental illness. It is a paradigm shifted development in several fronts:

- (1) For our clients who have had no proper access to primary care, the clinic gives them access to primary care providers who understand their physical needs and their underlying mental conditions.
- (2) For our organization, the clinic allows us to build a path to bridge the hiatus of continuity of care between mental health and physical health care.
- (3) For the immigrant community, the clinic provides primary care with an understanding of the special physical and mental health needs of new immigrants who have experienced cultural shock and denuded of traditional family and social supports as in their home country.

The clinic is founded as a separate legal entity. However, our sponsorship and involvement in its creation has ensured that collaboration between the two organizations has been embedded in its service model.

From Front Line to Corporate World – Health Promotion

With a two year funding commitment from CIC, we have been able to carry on our Journey to Promote Mental Health training programs for settlement workers. Their understanding of the mental health issues is an important component of our early identification tools to support our health prevention strategy in the immigrant community.

The grant from Canada Post Foundation is significant both in terms of optics as well as substance for mental health promotion. The funding has provided us an opportunity to conduct the "From Stigma to Recovery – WRAP (Wellness Recovery Action Plan) for Consumers and Family Caregivers" Project. Their support signals the corporate world recognizes and accepts that mental health is an issue that needs to attend to in both the workplace and our society. We are extremely proud and grateful for the opportunity of working with major corporations such as Canada Post to promote Mental Health.

From Public to Private Funding – Financial Stability

The government's fiscal restraint measures have imposed further challenges to our operation, especially in staffing recruitment and retention. A human resources strategy has been developed to address the issue within the framework of budgetary constraint and to recommend a new management structure to meet the growth needs of the organization.

We are thankful for the on-going support from the Hong Fook Mental Health Foundation. The Board will continue its judicious and practical approach in managing its fiscal resources to ensure the organization maintains its financial stability.

From Staff to Community – Communal Support

As always, the unswerving dedication of our staff, the undiminished enthusiasm of our volunteers and the kind support of our community evince shared determination in supporting us to realize our vision. In here, we would like to say a heartfelt thank you.

MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR

康福董事會主席和行政總監致詞

主席: 陳浩根

行政總監: 黃吳淑芳

我們相繼推出數個令人振奮的新項目，在未來的日子，將會對康福、我們的服務對象和社區產生積極深遠的影響。

新的跨年度策略計劃已制訂，此計劃將確保我們的機構能從容面對各種機會和挑戰，並為康福邁向更成功的發展訂立一個大方向。

由於衛生及長期護理部卓越遠見的支持，我們已經獲得了相應的資金，以建立一個診症護士主導診所，重點在於照顧精神病人的身體健康狀況。該診所將是一個獨立的法定團體。

加拿大公民及移民部也延續了對康福的資金支持，使我們能夠續辦以新移民接待人員為對象的推廣心理健康培訓計劃。從加拿大郵政基金會得到的資助，也為我們提供了一個機會去在康福服務使用者和家庭照顧者中間推行康復身心行動計劃項目。

當您閱讀報告時，您會了解到我們所策劃參與的多样項目，旨在通過關心、支持、推廣、預防和教育，以實現我們的目標。

康福董事會主席和行政總監致詞

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홍폭 회장과사무장의메시지

회장: 켄 찬

사무장: 보니 원

우리는 홍폭 뿐 아니라 우리의 내담자들 그리고 지역사회에 큰 영향을 줄 수 있는 활기차고 새로운 의안제출에 착수 하였습니다.

홍폭이 현재 직면하고 있는 다양한 문제와 도전들을 적절하게 잘 처리할 수 있는기관으로 확고히 존재하도록 하기 위하여 전략적 계획이 수년에 걸쳐 새롭게 개발 되었으며, 이 계획은 홍폭이 또 다른 성공으로의 도약을 향해 전진하기 위한 방향을 제시하고 있습니다. 보건부의 지원으로 정신장애자들의 신체적 건강을 위해 만들어진 의료간호사 중심의 진료소의 기금도 확보 되었습니다. 이 진료소는 별도의 법인체로 설립됩니다.

캐나다 이민국의 지속적인 보조금으로 정착상담가(Settlement workers)들을 위한 정신건강 교육 프로그램도 계속 할 수 있게 되었습니다. 캐나다 우체국 보조금으로 내담자들이나 가족돌봄이(Family Caregiver)들을 위한 건강회복 행동계획 프로젝트도 세울 수 있게 되었습니다.

이 보도를 접할 때, 여러분은 우리가 그 동안 돌봄, 지원, 건강증진, 예방, 그리고 교육을 통하여 우리의 비전을 성취할 수 있는 여러 가지 사업을 해 왔음을 감사하게 될 것입니다.



Thông điệp từ Chủ tịch và Giám đốc Điều hành

Chủ tịch: Ken Chan

Giám đốc Điều hành: Bonnie Wong

Chúng tôi đã khởi xướng một loạt những hoạt động mới đầy thú vị mà sẽ có tác động sâu sắc đến tổ chức, khách hàng và cộng đồng của chúng tôi trong những năm tới.

Một kế hoạch chiến lược cho nhiều năm tới đã được thiết lập để hướng dẫn và bảo đảm cho tổ chức chúng tôi được sẵn sàng nắm bắt lấy cơ hội, đối mặt với những thách thức hiện tại và đưa ra một định hướng chung cho tổ chức nhằm tiến tới một mức độ thành công mới.

Với sự hỗ trợ lâu dài của Bộ Y Tế, chúng tôi đã xin được kinh phí để thiết lập một phòng khám do Y Tá đảm nhiệm (Nurse Practitioner-Led Clinic) với nhiệm vụ tập trung vào

sức khỏe thể chất của những bệnh nhân mắc bệnh tâm thần. Phòng khám được thành lập như một thực thể pháp lý riêng biệt.

Với sự tài trợ liên tục của Bộ Công Dân và Di Trú Canada, chúng tôi đã có thể thực hiện chương trình đào tạo “Hành trình Cổ Động Sức Khỏe Tầm Thẩn” cho những nhân viên giúp đỡ định cư. Khoản trợ cấp từ Quỹ Bưu Điện Canada đã cung cấp cho chúng tôi cơ hội để thực hiện dự án “Kế Hoạch Hành Động Phục Hồi Sức Khỏe cho Khách Hàng và Gia Đình.”

Sau khi bạn xem xong báo cáo này, bạn sẽ trân trọng cho nhiều hoạt động khác nhau mà chúng tôi đã thực hiện nhằm đạt đến mục tiêu của tổ chức bằng cách chăm sóc, hỗ trợ, phòng chống, quảng bá và giáo dục.

សារពីលោកប្រធាននិងលោកស្រីនាយកប្រតិបត្តិ

ប្រធាន: ខេន ឆែន (Ken Chan)

នាយកប្រតិបត្តិ: ប៊ូនី វ៉ុង (Bonnie Wong)

យើងបានទទួលអនុវត្តន៍នូវគំនិតផ្តួចផ្តើមថ្មីគួរអោយចាប់អារម្មណ៍៦-៧ចំនុច ដែលនឹងមានឥទ្ធិពល យ៉ាងខ្លាំងក្លាទៅលើសមាគម អតិថិជនរបស់យើងនិងសហគមន៍នៅក្នុងខ្លាងមុខ។

គំរោងយុទ្ធសាស្ត្រសំរាប់រយៈពេលច្រើនឆ្នាំថ្មីមួយត្រូវបានអភិវឌ្ឍន៍ដើម្បីបញ្ជាក់អះអាងថាសមាគម គឺមានការ ត្រៀមរៀបចំបានល្អក្នុងការដោះស្រាយបញ្ហាជាមួយនិងការលំបាកផ្សេងៗ

និងឱកាសទាំងឡាយ ដែលយើងកំពុងតែ ប្រឈមមុខ ហើយគំរោងនោះបានបង្ហាញនូវទិសដៅទូទៅមួយសំរាប់សមាគមដើម្បីវិវត្តន៍ឈានទៅរកជ័យជំនះ មួយកំរិតទៀត។

ដោយសារតែការគាំទ្រចក្ខុវិស័យពីក្រសួងសុខាភិបាល និងក្រសួងថែរក្សាសុខភាពរយៈពេលយូរ (Long Term Care) យើងមានថវិការគ្រប់គ្រាន់សំរាប់សំរាប់គិលានុប្បដ្ឋាយិការម្នាក់-

ដែលដឹកនាំមន្ទីរព្យាបាលរោគដោយមាន អាណត្តិកាល ផ្តោតទៅលើការព្យាបាលសុខភាពរាងកាយរបស់អ្នកដែលមានជំងឺសតិអារម្មណ៍។ មន្ទីរព្យាបាលរោគនេះ គឺត្រូវបានបង្កើតឡើង

ដោយឯករាជ្យស្របច្បាប់ដាច់ដោយឡែកមួយ។ ដោយការឧបត្ថម្ភក៏ថវិការជាប់មិនដាច់ពីប្រជាពលរដ្ឋនិងអន្តោប្រវេសន៍ប្រទេសកាណាដា យើងអាចមាន លទ្ធភាពបន្ត

នូវដំណើររបស់យើងដើម្បីលើកស្ទួយកម្មវិធីហ្វឹកហ្វឺនសុខភាពសតិអារម្មណ៍ទាំងឡាយសំរាប់បុគ្គលិកធ្វើការទាំងអស់។ ថវិការដែលបានមកពីមូលនិធិកាណាដាផ្លូស (Canada Post Foundation)

បានផ្តល់អោយយើងនូវឱកាស ដើម្បីអនុវត្តន៍ផែនការគំរោងសកម្មភាពធ្វើអោយជាសះស្បើយឡើងវិញ (Wellness Recovery Action Plan) សំរាប់អតិថិជន

និងអ្នកផ្តល់នូវការថែរក្សាដល់ ក្រុមគ្រួសារទាំងអស់។ នៅពេលដែលអ្នកមើលទៅតាមសេចក្តីវាយការណ៍នេះ អ្នកនឹងត្រេកអរ ដែលក្រុមយើងបានចូលរួមក្នុងសកម្មភាពទាំង

ឡាយផ្សេងៗដែលកំពុងតែមានគោលដៅដើម្បីទទួលបាននូវចក្ខុវិស័យរបស់យើងតាមរយៈការថែរក្សា ការគាំទ្រ ការលើកដំកើង ការការពារ និងការអប់រំ។



PROGRAMS & SERVICES

Door to the recovery journey: Central Intake & Consultation

Our Central Intake service provides linguistically and culturally appropriate assistance for individuals seeking support around mental health issues through providing information, initial screening, preliminary assessment, referrals and consultation. We offer preadmission individual and group service to support them in dealing with their immediate needs which may include seeking financial support, securing housing (especially when one lives in an unsafe environment), and short-term counseling, psycho-education around mental illness and treatment options, accessing family physicians, and early intervention around psychosis. The services are client driven and need focused. In addition, we also provide consultation to community partners around working with the Asian community on mental health issues.

Different maps for different folks: Case Management

Working in collaboration with other services, Case Management team provides intensive and individualized support to people living with mental illness and their family caregivers. Support include symptom management, psychosocial and holistic health education, skills building and development, supportive counseling, service coordination, referral and liaison, advocacy for client's need, practical support for daily living, escort, educational and skills building group, and support for family caregivers. The ultimate goal is to support our client to achieve optimal wellness and quality of life in community living.

We value our continual partnership with fellow health care providers, and especially the Asian Clinic that operates out of Hong Fook's Spadina office, Toronto Western Hospital's Asian Initiatives in Mental Health Services, Mount Sinai Hospital's Assertive Community Treatment Team, and St. Elizabeth Health Care.

A fruitful walk of 10 years in the recovery journey – Supportive Housing with Case Management Services

This is the 10th Anniversary of this program. When we launched the program ten years ago, we only had 16 head lease units and only 3 of them (19%) were family clients. Now, for head lease we have 60 housing units all over GTA with 22 (37%) family clients. We also established partnership with Good Shepherd Non-Profit Homes Inc., St. Jude Community Homes and Mainstay Housing in providing 38 housing units to our clients. Moreover, we have joined hands with our community partners at the Coordinated Access for Supportive Housing (C.A.S.H.), providing diversity lenses to the services around supportive housing for mental health clients while enhancing our collaborative efforts with other service providers.

While the Supportive Housing program has been instrumental in providing more stable and permanent housing units to clients with desperate housing need, we have also offered case management services in facilitating these clients' recovery, engaging them in regular functions with fellow tenants, enabling mothers to involve with each other in specific groups for them, and facilitating our clients to access resources and engaging in different community activities. We are proud of the growth we have seen in them. While each of them recovers in their own way and their own pace, some of them have engaged in volunteer activities in serving others, and enjoy both the comfort of their "sweet home" and the joy of community life.



Story One: Sharing from Mental Health Worker Sarah

Client A is a 40 years old male with a diagnosis of major depression and a long history of repeated admissions to psychiatric hospitals. His marriage was on rocks, and he was burdened with hopelessness and helplessness. I invited him to develop plans for protecting his safety, to try out a more healthy way in releasing his stresses such as discussing them in our sessions, and to explore options for resolving his marital issues. He then started to engage in communication with his wife in a more positive manner. It took a while for him to see the outcome of these efforts, but he did--- eventually. He can now engage in small talks with his wife, and the two of them enjoy being with each other. He also attends community activities, and uses this as a means for strengthening his social support.

Story Two: Sharing from Mental Health Worker Christine

Client K is a young woman in her early 20s with psychotic symptoms. Shortly before her first contact with Hong Fook, she had discontinued with school, was jobless and homeless. A year later, client K secured a place she can refer to as a home; worked through her anxiety around independent living; has developed more understanding about her mental illness; is more open to psychiatry and other kinds of treatment; and has made initial attempts to engage in a meaningful routine by attending Hong Fook's functions regularly. Her journey in recovery is not quite finished yet, but she proudly stated that she now has HOPE.

Increasing Cultural Competency - Resource Centre

Our Resource Centre keeps on building capacity of the settlement sector to address holistic health needs for newcomers. Meanwhile, we continue to participate actively in LHINS, LIPS, Service Networks as well as research projects to promote awareness on mental health, diversity and cultural competency.



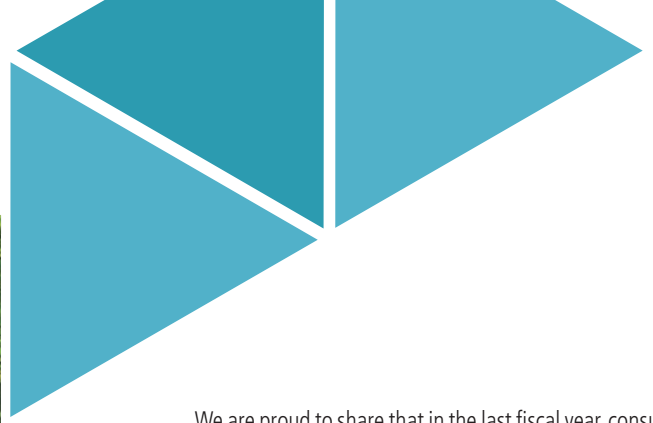
Empowering Families & Caregivers – Family Initiative

This year, the Family Initiative has advanced further in its model development. Both worker-led and self-run family support groups were established in the Cantonese, Korean and Mandarin communities. It is encouraging to see the impact of capacity building among family members that more people are taking up leadership role in running the programs.

The component of self-care/self-management is also strengthened with the WRAP training started in Feb 2011. Six family members from different communities completed Level 1 training and we plan to involve these trained members to join workers in sharing WRAP concepts with other family members in the coming fiscal year. It is important to balance between self-care and caring for their loved ones who are facing mental health challenges. WRAP will be an effective tool to expand caregivers' perspective. Ultimately the whole family will benefit from it with better planning and coping together.

Developing Consumers' Potential-Self Help Program

The Self Help General Meeting was held in Nov 2010, the first time since the program started in 2003. Over 80 consumers from our target communities gathered to have fun, to know each other through showcase of different Self Help groups, as well as to share their aspirations on self help and to celebrate the growth.



We are proud to share that in the last fiscal year, consumers produced a variety of art and craft products for sale and generated income of more than \$2,500. This is a strong evidence to show that if given the support and resources, consumers have great potential to use their talents, strengths and skills to get involved in social enterprise.

We are also excited that with the grant from Canada Post Foundation for Mental Health, we were able to train consumers and family members on WRAP (Wellness Recovery Action Plan), a self-management model. The next step will be sharing concepts of WRAP in different languages within the Self Help Program. We look forward to sharing more about how consumers benefit from the WRAP project in future.

Voices from members who attended WRAP training:

"I find the WRAP level 1 training very inspiring and helpful! I especially appreciate the many opportunities for each participant to share from personal experience – it encourages expressing their needs and seeing the positive side of their life rather than dwelling on the negative side of living with mental health issues."

– A member of the Cantonese Family Support Group

"I thought that mental illness is incurable. Through learning in WRAP training, however, I realize that many people with mental illness overcome their illness and find new life. It makes me convinced that my loved one can recover from his mental illness if we make efforts I now have new understanding on recovery by learning the wellness toolboxes and applying the knowledge of WRAP to myself."

– Ms Choi from Korean Family Support Group

"It is an eye-opening experience. The recovery approach is a living knowledge. I regain the sense of hope by reading their stories."

– Cynthia Y, Mandarin Family Support Group

Voices from consumers: What does Hong Fook Self Help mean to you?

It's for gathering and being happy

A place to find friends and socialize –
the end of my loneliness

Learning how to communicate

Help myself, help others, mutual support,
cooperation, and growth – working to be independent.

Voices from our consumers

"I had never had any interest or understanding when it came to photography, but ever since Hong Fook started to hold photography club for its consumers, I gradually started to become curious of it. I benefit a lot from my mentor Anthony Chow's warmhearted ways as well as his vast photography experience. I have developed a passion for photography ever since, and most of all, I feel it is a great way for me to express my feelings and emotions."

– Jason W

"I believe that every consumer could benefit from self help. Though there are conflicts and gossips when people gather together, I still enjoy coming regularly because I see Hong Fook as my second home. Each time when I see new friends whose depressed mood is improved after attending self help activities, it boosts up my energy. Overall, my experience at Hong Fook self help groups is very positive."

– A consumer who has joined the program for 4 years

"I went to the WRAP class and learned how to use the wellness recovery action plan in my daily life. I also met friends in the group and enjoyed continuing onto Level 2. I will use WRAP to help me to smoke less and gain more knowledge about myself."

– Consumer participant of WRAP training



Building Healthier Communities - Prevention & Promotion Program

Seniors in ethnic communities is one of our priorities. Many senior immigrants are socially isolated, live in poverty, experience cultural and linguistic barriers, have family relationship problems and inter-generational conflicts, lack of health knowledge, and face barriers accessing care and transportation. Promotion work with emphasis on wellness and support are much needed. Last year, we've fortified mental health promotion among seniors through more strategic partnerships and resources to support them to age well. We also successfully applied "New Horizons for Seniors" grant to provide peer leadership training on holistic health for Mandarin seniors in 2011 - 2012.

We keep building the capacity of volunteers through peer leadership trainings, promotional events and groups such as "Talent Vocal Group", "Helping Hearts", "Befriending Groups", "Mandarin Speaking Senior Holistic Health Group", "Walk for Wellness", "UW-CN Tower Climbing", "Hong Fook Gala", community health fairs, displays and workshops. We want to thank and congratulate all the volunteers for their hard work and success in making such a difference in the community.

Sharing from a Participant of the Prevention and Promotion Program

In "Managing Emotions for Women DIY" training, I learn that nutritious diets, healthy living, and adequate exercises are beneficial to me. I am very happy in this learning environment. Every time a training session was over, I still hoped that it could continue, and I was reluctant to leave. Hong Fook is very unique and dear to me as it provides linguistically and culturally sensitive services for immigrants. I am now doing much better with Hong Fook's support. I would treasure all I have and take good care of myself. I want to thank staff, peer supporters and funders for all the supports."

Sharing from a Volunteer at Hong Fook Mental Health Association

"Volunteering has definitely strengthened my own mental health. It increases my self confidence and self esteem through carrying out a variety of tasks in different positions that I never would have been able to go through. Experience builds character. Most importantly, I met many friends and acquaintances who became great supporters in my life, who I can turn to when I need them. I believe that having strong connection with others and positive relationships in your life is most important for anyone to have a sound mind."



MENTAL HEALTH: YOUR LIFE

Life is colorful and beautiful when we can use our creativity to express feelings and to produce ...

CONSUMERS' ART WORK:



CONSUMERS' PRODUCTS:

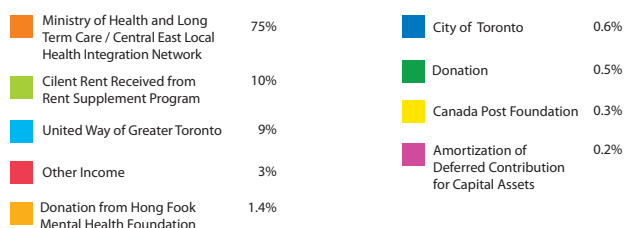
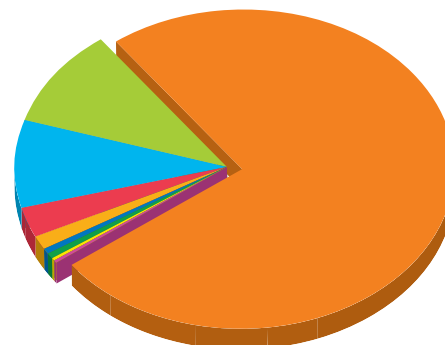


FINANCIAL SNAPSHOT

Year ended March 31, 2011

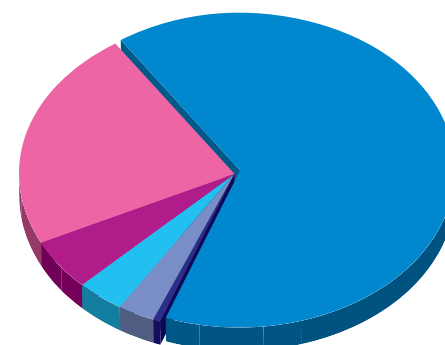
Revenues 2010/2011

Ministry of Health and Long Term Care/ Central East Local Health Integration Network	\$2,776,886
United Way of Greater Toronto	\$328,775
City of Toronto	\$21,230
Canada Post Foundation	\$12,760
Donation	\$16,896
Other Income	\$116,016
Client rent received for rent supplement program	\$386,218
Amortization of deferred Contribution for capital assets	\$2,671
Donation from Hong Fook Mental Health Foundation	\$50,000
Total Revenues	\$3,711,452



Expenses 2010/2011

Salaries, Wages and Employee Benefits	\$2,379,653
Rent and Occupancy	\$196,812
Office Expenses and General	\$90,723
Professional Fees	\$138,855
Program Expenses	\$823,274
Amortization Expenses	\$19,097
Total Expenses	\$3,648,414
Excess of revenues over expenditure	\$63,038



SERVICES STATISTICS

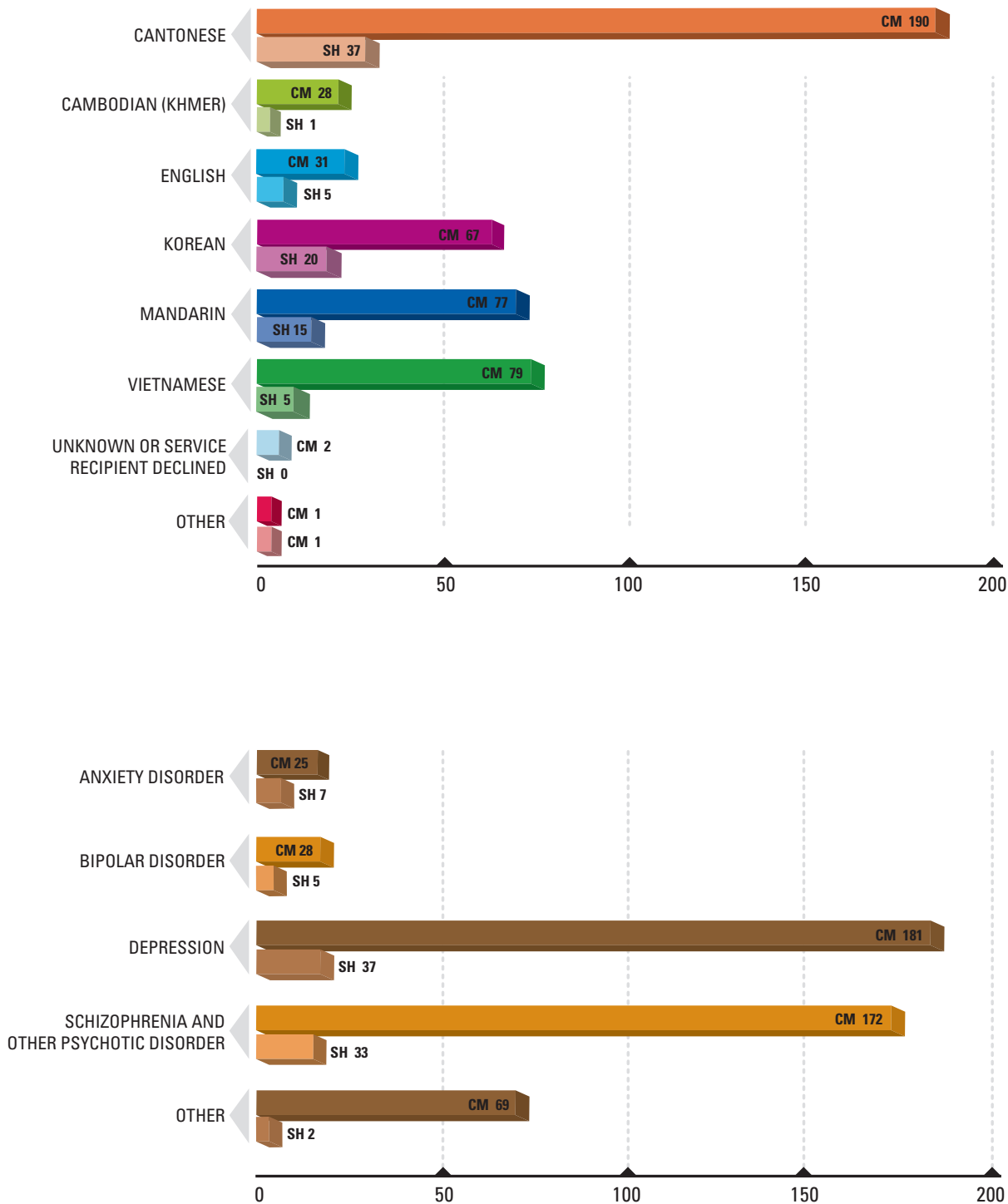
as of March 31, 2011

SERVICE TEAMS	UNIQUE CLIENTS/ PARTICIPANTS	CLIENT/ PARTICIPANT CONTACTS/ VISITS	GROUPS	GROUP SESSIONS	ADVISORY COMMITTEES	VOLUNTEERS	VOLUNTEER HOURS
Intake & Consultation	1,471	3,950	14	24			
Case Management	475	12,976	7	105			
Supportive Housing with Case Management	84	4,491	6	47		22	
Family Initiatives	112	728	6	62	2	11	310
Self Help	334	11,140	17	621		40	2,500
Supportive Employment	51						
Prevention & Promotion	986	16,449	14 Groups 134 Workshops	542	4	350	14,900
Asian Clinic (6 Physicians)	329 (new patients)	3,301					
Journey to Mental Health Training	233	422	9	18	2		



PREFERRED LANGUAGE & PRIMARY DIAGNOSIS

of Case Management (CM) & Supportive Housing (SH) Clients 2010-2011





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CENTRAL EAST
LHIN

