





#### **Our Vision**

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

healthier lifestyle. Mental wellness is as important to overall wellbeing as physical

health, social and emotional connectedness, and intellectual accomplishment.

#### **Our 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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# THE PRESIDENT & EXECUTIVE

DIRECTOR

Mental Health Promotion raises awareness and understanding of mental health issues and reduces the stigma of mental illness though education and training. The ongoing advocacy for mental health promotion is embedded in our services and programs. In May 2013, Hong Fook and the Society for the Study of Psychiatry and Culture (SSPC) from the United States, and 8 local hospitals and community mental health agencies, together hosted the "Shame & Silence" Conference. The purpose of this biennial conference is to address the stigma of mental illness. Over 250 people attended the conference. At the same event, Hong Fook was showcased in a film by Dr. Enrico Castillo from Columbia University Medical Centre about Prevention and Promotion programs in the Asian American Mental Health Series. The film highlighted Hong Fook's services, such as our Asian Community Psychiatric Clinic, Self Help programs, Integrated Collaborative Care Model and volunteer program. The series can be found on YouTube and Hong Fook's website at www.hongfook.ca.

Hong Fook's curriculum for 'Journey to Promote Mental Health' training has been expanded to a 2-day Foundation Training, 1-day Advanced Training and theme-based webinars. This year's training program has reached 380 people across Ontario.

The importance of mental wellness is to build resilience and to reduce stress. Hong Fook has invested significantly in:

President: Katherine Wong Executive Director: Bonnie Wong

- Staff training and development to build mental health knowledge and skills. Hong Fook staff have attended Mental Health First Aid Training, Applied Suicide Intervention Skills Training (ASIST and Cognitive Behavioural Therapy (CBT) training, and Acceptance and Commitment Therapy (ACT) training;
- Tool kits (such as stress management) and resource development for clients, family members and peer support workers to build capacity in mental health literacy skills;
- Early identification and interventions to reduce symptoms, respond to crisis and minimize emergency hospital visits. This is done through psycho-educational groups for Chinese clients (both Cantonese and Mandarin-speaking) which is a new integrated behavioural psychotherapy group project done with Toronto Western Hospital Asian Initiative in Mental Health and the Abrigo Centre;
- The Chinese Youth Outreach and Choices Program are two new programs to provide youth services.
   The two programs are carried out jointly with East Metro Youth Services and Lakeridge Health respectively; and
- Community engagement and outreach are to increase community capacity and linkages to narrow service gaps. Hong Fook has been actively involved at various government and sector levels, such as the three Local Health Integrated Networks (Central East LHIN, Central LHIN and the Toronto Central LHIN), Mental Health & Addiction Networks, Centre for Addictions and Mental Health (CAMH) Service Collaborative, Local Immigration Partnerships, Ministry of Health and Long-Term Care Health Links, and Chinese Mental Health Round Tables.

The grand opening of the HF Connecting Health Nurse Practitioner-Led Clinic (the Clinic) on September 16, 2013 marked a milestone in Hong Fook's history. The Clinic has the capacity to serve up to 3,200 clients who have barriers to access primary care. The multilingual and inter-professional team provides comprehensive health programs from health promotion and preventive care to treatment and disease management. The Clinic and the Hong Fook care providers work collaboratively to provide services to meet their clients' primary and mental health needs. The Clinic is located in Scarborough, and offers extended hours and off-site services with our community partners and at Hong Fook's downtown office. The goal is to improve overall health outcomes. We are committed to provide the right care in a timely way for our clients and to be more effective and efficient with our health care resources.

Since February 2014, Hong Fook has been actively developing the 2014-2017 Strategic Plan. Using best practices, working with various groups of stakeholders and care-providers and with the support of our funders and community partners, Hong Fook aims to be a leader in culturally and linguistically responsive programs and services provider to the Asian and South-East Asian communities.

Hong Fook is grateful to the funders and donors for their ongoing support. This is also an opportunity to acknowledge the hard work and dedication of staff, volunteers and Board members. We appreciate the collaboration with community partners and inter-professional care providers to promote mental health wellness and to provide mental illness treatment. We look forward to working together on exciting initiatives to provide culturally competent care for the people we serve.

### MESSAGE FROM

### THE PRESIDENT & EXECUTIVE DIRECTOR

#### 康福董事會主席和行政總監致詞

主席:黃家璧 行政總監:黃吳淑芳

透過教育和培訓,康福的心理健康推廣活動 提高了人們對心理健康問題的意識和了解, 同時減低了人們對精神病的歧視。精神安康 的重要性在於能建立適應能力和應付壓力, 康福在以下幾方面投入了大量資源:

- 員工培訓和發展以加強在精神健康方面的 知識和技能。
- 為服務使用者、其家人及朋輩支援工作者 提供實用指引和資源開發,以提供更有效 的支援和建立他們的能力。

- 盡早識辨及治療病患者以減輕病情、避免 惡化的危機和減少緊急求診的次數。
- 社區參與和外展服務以提高社區的能力和 聯繫,從而縮窄服務需求的差距。

安保診所於2013年9月16日開幕,標誌著康福邁進一個新的里程碑。診所可接收多達3,200個未能獲得基本醫療保健服務的人士。這家位於士嘉堡的診所,為我們的社區合作伙伴及康福市中心辦事處,提供延長時間及診所以外的服務。

自今年2月中開始,康福為2014至2017年的 策略發展計劃積極地進行了檢討、分析和發 展的活動,冀能使康福牽頭提升配合亞裔和 東亞裔社區文化和語言的心理健康的活動及 服務。

我們感謝資助者和善長仁翁長期支持康福的工作,也藉此機會向我們的員工、義工和董事會成員辛勤的工作和無私的奉獻致謝。對於社區伙伴和跨專業醫護人員合作,共同推廣心理安康和提供心理健康治療,我們深表讚賞。我們期待大家繼續通力合作,為我們的服務對象提供配合其文化背景的護理服務。

### 康福董事会主席和行政总监致词

主席: 黄家璧 行政总监: 黄吴淑芳

透过教育和培训,康福的心理健康推广活动提高了人们对心理健康问题的意识和了解,同时减低了人们对精神病的歧视。精神安康的重要性在於能建立适应能力和应付压力,康福在以下几方面投入了大量资源:

- 员工培训和发展以加强在精神健康方面的知识和技能。
- 为服务使用者、其家人及朋辈支援工作者提供实用指引和资源开发,以提供更有效的支援和建立他们的能力。

- 尽早识辨及治疗病患者以减轻病情、避免恶化的危机和减少紧急求诊的次数。
- 社区参与和外展服务以提高社区的能力和联系,从而缩窄服务需求的差距。

安保诊所於2013年9月16日开幕,标志着康福迈进一个新的里程碑。诊所可接收多达3,200个未能获得基本医疗保健服务的人士。这家位於士嘉堡的诊所,为我们的社区合作伙伴及康福市中心办事处,提供延长时间及诊所以外的服务。

自今年2月中开始,康福为2014至2017 年的策略发展计划积极地进行了检讨、 分析和发展的活动,冀能使康福牵头提 升配合亚裔和东亚裔社区文化和语言的 心理健康的活动及服务。

我们感谢资助者和善长仁翁长期支持康福的工作,也藉此机会向我们的员工、志愿工作者和董事会成员辛勤的工作和无私的奉献致谢。对於社区伙伴和跨专业医护人员合作,共同推广心理安康和提供心理健康治疗,我们深表赞赏。我们期待大家继续通力合作,为我们的服务对象提供配合其文化背景的护理服务。

#### Thông điệp của Chủ Tịch Hội Đồng Quản Trị & Giám Đốc Điều Hành

Chủ Tịch: Katherine Wong

Giám Đốc Điều Hành: Bonnie Wong

Truyền thông về Sức Khỏe Tâm Thần nâng cao tầm hiểu biết và nhận thức về những vấn đề về sức khỏe tâm thần và giảm đi sự kỳ thị bệnh tâm thần qua giáo dục và đào tạo. Việc xây dựng khả năng hồi phục và giảm đi sự căng thẳng đóng vai trò quan trọng trong sức khỏe tâm thần lành mạnh. Tổ chức của chúng tôi đã đầu tư đáng kể vào:

- Đào tạo và phát triển bảng năng của nhân viên để xây dựng hiểu biết và kỹ năng về sức khỏe tâm thần.
- Thiết lập những công cụ và nguồn giúp đỡ cho bệnh nhân, gia đình và những thành viên tương trợ đồng trang lứa để họ xây dựng khả năng và cung cấp sự giúp đỡ cho nhau.

- Phát hiện và can thiệp kịp thời những dấu hiệu để giảm bớt những triệu chứng, và để đối phó kịp thời với những cơn khủng hoản và giảm thiểu những lần vô viện cấp cứu.
- Tiếp Xúc và Làm Việc với Cộng Đồng để kết nối quan hệ và để thu hẹp những khoảng cách trong các dịch vu.

Sự khai trương của HF Phòng Mạch Kết Nối Sức Khỏe Do Y Tá Quản Lý (Phòng Mạch) vào ngày 16 tháng 9 năm 2013 đánh dấu một bước ngoặt quan trọng trong lịch sử của Hồng Phúc. Phòng mạch có khả năng đón tiếp tới 3200 bệnh nhân mới, những người đang gặp khó khăn trong việc tiếp nhận sức khỏe y tế cơ bản. Để giúp đở sự tiện nghi cho bệnh nhân, phòng mạch ở Scarborough đang làm việc cả sau giờ hành chính. Nhân viên của phòng mạch củng và đang cung cấp cả những dịch vụ ở những trung tâm cộng đồng đối tác và ở chi nhánh trung tâm thành phố của Hồng Phúc.

Từ giữa tháng 2 năm 2014, Hội đã tích cực vào việc xem xét lại, nghiên cứu và thiết lập những hoạt động cho Triến Lược Hành Động 2014-2017. Hồng Phúc thúc đẩy sự nâng cao những chương trình và dịch vụ phù hợp với văn hóa và ngôn ngữ đặc trưng của những cộng đồng châu Á và Đông Nam Á mà chúng tôi phục vụ.

Chúng tôi xin chân thành cảm ơn những nhà tài trợ đã luôn ủng hộ công việc của Hồng Phúc. Đây cũng là một cơ hội để chúng tôi ghi nhận sự cống hiến và làm việc hết mình hàng ngày của những nhân viên, thiện nguyện viên và Hội Đồng Quản Trị. Chúng tôi cũng ghi nhận sự hợp tác với những đối tác cộng đồng và những nhà cùng cung cấp sức khỏe y tế để nâng cao sức khỏe tâm thần lành mạnh và cung cấp sự điều trị cho bệnh tâm thần. Chúng tôi mong sẽ được tiếp tục hợp tác để đương đầu với những thử thách thú vị mới để cung cấp dịch vụ sức khỏe phù hợp với văn hóa cho những bệnh nhân mà chúng tôi phục vụ.

#### 회장과 대표 이사의 메세지

회장: 케서린 왕 (KATHERINE WONG) 대표 이사: 보니 왕 (BONNIE WONG)

정신건강 증진이란 정신건강과 관련된 문제점들에 대한 인식과 이해를 높이고 교육과 훈련을 통해 정신질환과 관련된 오명을 줄이는 것을 말합니다. 정신 건강의 중요성은 회복탄력성 (역경을 극복하는 힘)을 구축하고 스트레스를 줄이는 것입니다. 우리 협회는 다음과 같은 사항들에 중점적으로 투자해 왔습니다:

- 정신건강에 대한 지식과 실력을 기르기 위한 직원 교육 및 개발
- 고객들, 가족들, 그리고 동료지원 워커들이 역량을 강화하고 도움을 제공할 수 있는 정보개발 지원자료
- 증상을 줄이고 위기상황에 대응하며 응급실 방문을 최소화 하기 위한 조기 식별과 중재방안
- 지역사회 참여와 홍보를 통해 지역사회 역량 강화 및 서비스 격차를 줄이는 연계성등의 증가

2013년 9월 16일 홍푹 간호사 주도의 병원통합의료 클리닉 (이하 '클리닉')의 시작은 홍푹 역사의 새로운 이정표를 기록하였습니다. 클리닉은 일차진료를 받는데 어려움을 가지고 있는 신규환자들을 3,200명까지 받을 수 있는 능력을 갖추고 있습니다. 스카보로에 위치한 클리닉은 연장근무를 제공하며, 우리의 커뮤티니 파트너들과 홍푹 다운타운 사무실에서도 출장 서비스를 제공하고 있습니다.

2014년 2월 중순까지 협회는 적극적으로 '2014-2017 전략계획'의 검토, 분석 그리고 개발 활동에 참여하였습니다. 홍푹은 우리가 섬기고 있는 아시안과 동남아시안 커뮤니티의 리더로서 차별화 된 프로그램과 서비스를 그들의 문화와 언어로 제공하는 역할을 해오고 있습니다.

홍푹은 홍푹의 업무를 지속적으로 후원하는 자본 출자자들과 기부자들에게 진심으로 감사를 전합니다. 또한 이 기회를 통해 직원들, 자원봉사자들 그리고 이사회의 매일의 노력과 헌신에 대해 감사를 표합니다. 우리는 정신건강을 증진하고 정신건강 치료를 제공하여 주는 지역사회 파트너들과 전문 의료팀과의 협력에도 감사를 드립니다. 우리는 우리가 섬기고 있는 고객분들에게 문화적으로 차별화된 서비스를 제공하는 새롭고 도전적인 작업등을 계속해서 함께 일할 것을 기대하고 있습니다.

### សារលិខិតពីលោកប្រធាន និងនាយកប្រតិបត្តិ

ប្រធាន: ខាត្រីនវ៉ង់ នាយកប្រតិបត្តិ:បូនី វ៉ង់

ការផ្សព្វផ្សាយសុខភាពសតិអារម្មណ៍ធ្វើអោយមានការកាន់តែប្រាបច្បាស់ និង័យល់ដឹងអំពីបញ្ហាសុខភាពសតិ អារម្មណ៍ទាំងឡាយខ្វាំងឡើង និងការកាត់បន្ថយនូវស្វាកស្នាមទុរយស់នៃជំងឺសតិអារម្មណ៍តាមរយៈការអប់រំ និងការបណ្តុះបណ្តាល។ សារៈសំខាន់នៃសុខុមាលភាពសតិអារម្មណ៍គឺកសាងនូវភាពរឹងមាំ និងកាត់បន្ថយនូវភាពស្មុកស្មាញ។ សមាគមរបស់យើងបានបណ្តាក់ទុនយ៉ាងធំពេងនៅ:

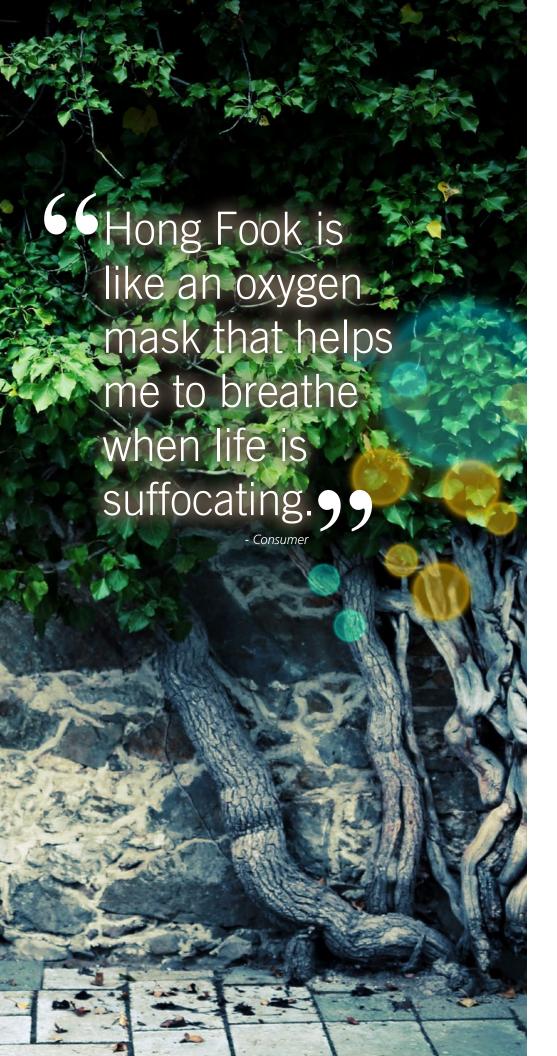
- ការបណ្តុះបណ្តាលបុគ្គលិក និងការអភិវឌ្ឈន៍ដើម្បីកសាងចំនេះដឹងនិងជំនាញសុខភាពសតិអារម្មណ៍។
- ឧបការ៉ណ៍និងការអភិវឌ្ឈន៍ជនជានសំរាប់អតិថិជន សមាជិកគ្រួសារ និងអ្នកធ្វើការគាំទ្រអ្នកជំងឺដូចគ្នាដើម្បី កសាងសមត្ថភាពនិងផ្តល់នូវការគាំទ្រ។
- ការបញ្ជាក់បង្ហាញនិងការខុបស្កាត់ជាមុនដើម្បីកាត់បន្ថយនូវរោគសញ្ញា, ដើម្បីធ្វើយតបទៅនឹងវិបត្តិនិងធ្វើអោយ មានការថយចុះនូវការទៅកន្ទៃងសង្គ្រោះបន្ទាន់។
- ការចូលរួមនិងការធ្វើសកម្មភាពនៃសហគមន៍ដើម្បីបង្កើននូវសមត្ថភាពរបស់សហគមន៍ និងការបំពេញនូវការ
   ខ្វះចន្ទោះទាំងឡាយនៃសេវាកម្ម។

ការសម្ភោជនៃក្លីនិចហុជហុកភ្ជាប់នីជសុខភាពនើសច្រាកទីសិនណឺឡែត(HF Connecting Health Nurse Practitioner-Led Clinic) នៅថ្ងៃទី១៦ ខែកញ្ញា ឆ្នាំ២០១៣ គឺជាគំនូសចំណាំនៃឆ្នាំជសិលាថ្មីសំរាប់ប្រវត្តិសាស្ត្ររបស់ហុជហុក។ ក្លីនិចនេះមាន សមត្ថភាពអាចបំរើសេវាកម្មដល់អតិថិជនថ្មីរហូតដល់ 3,200នាក់ដែលជាអ្នកដែលមានឧបសគ្គក្នុងការទៅកេការថែរក្សា ជាចម្បង ។ ក្លីនិចដែលមានទីនាំង៍នូវស្ថាប្រផ្តល់បានបន្ថែមនូវម៉ោងធ្វើការ និងសេវាកម្មក្រៅក្វីនិចជាមួយសហគមន៍ដៃគូ របស់យើង និងនៅឯការិយាលយ័ហុងហ្វកឯកណ្តាលទីក្រុង។

តាំងពីពាក់កណ្ដាលខែកុម្ភៈឆ្នាំ៦០១៤, សមាគមបានមានទំនាក់ទំនងយ៉ាងសកម្មក្នុងការត្រួតពិនិត្យ វិភាគនិងអភិវឌ្ឈន៍ នូវសកម្មភាពទាំងឡាយសំរាប់គំរោងយុទ្ធសាស្ត្រឆ្នាំ៦០១៤ទៅឆ្នាំ៦០១៧។ ហុងហុកបានផ្ដល់នូវភាពជាអ្នកដឹកនាំ ដើម្បីបង្កើននូវកម្មវិធីធ្វើយតបទៅនឹងវប្បធម៌និងភាសាដ៏ជាក់លាក់ទាំងឡាយ និងបំរើសេវាកម្មទៅសហគមន៍អាស៊ី និងសហគមអាស៊ីខាងត្បូងភាគខាងកើតទាំងឡាយ។

ហុងហ្វុកមានការដីឯគុណយ៉ាងខ្វាំងចំពោះអ្នករកច្រាក់ឧបត្ថម្ភ និងអ្នកផ្តល់ច្រាក់ជំនួយសំរាប់ការនូវតែបន្តការគាំទ្រ ដល់ការងាររបស់ហុងហ្វុក។ នេះក៏គឺជាឱកាសកមួយសំរាប់ថ្ងៃងអំណរគុណចំពោះការប្រឹងប្រែងធ្វើការប្រចាំថ្ងៃ និងលះបង់នៃសមាជិកបុគ្គលិក អ្នកស្មគ្រីចិត្ត និងគណៈមេដឹកនាំទាំងអស់។ យើងត្រេកអររីករាយនិងដឹងគុណចំពោះ ការសហការណ៍ ជាមួយនឹងសហគមន៍ជាដៃគូនិងអ្នកផ្តល់នូវការថែរក្សាជំនាញចំរុះទាំងឡាយ ដើម្បីលើកដំកើងនូវភាព ល្អប្រសើរនៃសុខភាពសតិអារម្មណ៍ និងដើម្បីផ្តល់នូវការឲ្យាបាលនៃសុខភាពសតិអរម្មណ៍។ យើងទន្ទឹងវង់ចាំក្នុងការបន្ត ការធ្វើការជាមួយគ្នា ការអនុវត្តន៍នូវគំរោងថ្មីដំរីកើពហើយពិបាក និងការផ្តល់នូវការថែរក្សាដ៏មានសមត្ថភាពតាមវប្បធម៌ សំរាប់មនុស្សទាំងឡាយដែលយើងចំរើ។





## PROGRAMS & SERVICES

#### **Clinical Services**

Clinical Services continue to use Intensive Case Management and Support within Housing Programs to provide culturally responsive service to people with serious mental health issues. We work with clients and their family caregivers to achieve their recovery by providing intensive and individualized support to enable clients to reach optimal wellness, quality of life, and safe and stable housing.

#### **Growth in visits**

Compared to last year, there is a significant growth in the service usage. The number of visits to our Central Intake increased by 17% (from 2,585 to 3,014), by 22% for Intensive Case Management (from 11,290 to 13,723), and by 7% for Support within Housing (from 3,667 to 3,937). Our Intensive Case Management and Support within Housing clients attend on the average 2 and 4 visits per month respectively.

We launched two new programs in 2012. The Ontario Telemedicine Network allows us to use modern technology to conduct a total of 64 clinical, educational and administrative events across sites within the agency and with other community partners. The Nursing Support Service Registered Nurse works closely with the psychiatrists at the Asian Clinic to serve 25 clients for 192 injections, and conducted 17 talks on primary care and mental health.

### Growth in innovative programming

Through partnerships with the Asian Initiative in Mental Health (AIM) at the University Health Network and the Vietnamese Women's Association, we launched the following initiatives to:

- Help clients on the Case Management wait list or during pre-discharge to use tools to deal with psychological distress;
- Expand the Case Aide program to match volunteers with clients to escort clients to appointments around medical and financial issues; and
- Host a train-the-trainer program for the

Chinese community to raise awareness on elder abuse, as well as giving the participants tools for addressing relevant concerns.

Our partnership with Access 1 for processing referrals for Intensive Case Management is going into the second year. We continue to process a lot of intake due to client preference and language accessibility issues. The point of this partnership is to help our target service users to get into a centralized waiting list for other service providers.

### Client Sharing: Life after risk of homelessness

I went through a major dip in my life 6 years ago. I lost my job, struggled to make ends meet for basic necessities like rent payment and food, and was diagnosed with depression. I struggled through every day with a sense of despair and hopelessness, and wondered if there was any meaning for me to continue living.

Before it was too late, I got help from my psychiatrist, who referred me to Hong Fook for their Support within Housing program. I used to feel depressed about living in a basement apartment. Now I live in a Hong Fook housing unit, which allows me to enjoy the sunshine every day, grow my favorite flowers and plants, and embrace the positive energy in the air. I have progressively improved my moods and appreciation for life.

### Client Sharing: Life after posttraumatic stress disorder

When I lost my fiancée, my whole life came to a halt, and as time went by, the pain of it got more and more severe. In the meantime, I was diagnosed with post-traumatic stress disorder.

Between my psychiatrist and Hong Fook case manager, they helped me accept my loss. It was a significant chapter of my life, but there is hope for the future. I had a small taste of this when I got 4.0 GPA in my studies.

### Client Sharing: Enjoying family living with mental illness

I am an adult, but regrettably was not able to carry the kind of life I wanted. I have no job, no wife, and was diagnosed with schizophrenia and depression. I felt that I had failed my parents.

With the help of my Hong Fook case manager, I have developed confidence in talking with people and am now looking for a job. Hong Fook has also helped my parents to understand my mental illness and helped them to get support from other family caregivers.

### Client Sharing: Different lives, but similar experiences

Following are a handful of quotes from our service users.

I feel that I have had success in my recovery, not because I am totally healed from my mental illness, but because Hong Fook staff have worked with me in accepting it and living with it.

Hong Fook is like an oxygen mask that helps me to breathe when life is suffocating.

Hong Fook empowered me to get back "on track" in life.

The familiar cultural setting at Hong Fook has enhanced my comfort level for dealing with barriers in my healing journey.

Hong Fook staff helped me to resume my ability to take care of myself and my family.

Hong Fook staff's passion has inspired me to give back to the community through volunteer work.

I am proud of my discharge from Hong Fook services, which means I have recovered enough to lead an independent life.

I feel great telling my friends about the good things that have happened to me with help from Hong Fook.

### Family Initiative - Commitment in Action

Neglect of their own health needs and a strong desire to acquire mental health knowledge are common phenomena found in new participants. To address this, two rounds of training - Mental Health 101 and WRAP (Wellness Recovery Action Plan) were delivered to new members of the Cantonese Family Group to build their capacity to support loved ones with mental illness.

Finding a meeting location convenient for members whose residence ranges from Etobicoke to York Region is not easy. Valuing inclusion, our Korean worker arranged to run the Korean Family Group at our North York and downtown offices alternately to accommodate traveling needs of members.

In response to the increasing number of parents with teenage children having mental health issues, an educational workshop for the Mandarin community was jointly conducted by our Mandarin Family Group worker, our Youth Outreach Program worker and a psychotherapist to address the concerns of parents and to enhance their understanding on mental health challenges faced by teenagers.

### Building Blocks of the Self Help Program

This year, new components were built into the Self Help Program to enrich its development as a recovery-oriented program. The second Peer Support Worker was hired in June 2013, expanding peer support work into the Korean community. We did attempt to recruit a Vietnamese-speaking Peer Support Worker but was not successful. We are looking into new strategies for recruitment.

In August 2013, the Supportive Employment Program ended and the new training program was launched. 37 consumers took up the role as Leader-in-Training. They received different training to enhance their skills to run various activities. It is our plan to provide WRAP (Wellness Recovery Action Plan) training, communications training, team work training and self-management skills to build the capacity of our consumers to take up more ownership of the program.

Though we did not have an active social enterprise project this year due to lack of resources, we continue to encourage our consumers to use their talents to develop new arts and crafts items, including coasters, stocking flowers and one-of-a-kind quilts. These products truly demonstrate that there is no limit to their talents.

### Family Member Sharing: A Unique Life Journey

My son is in his late twenties. Ten years ago, I felt so disappointed with him. Both my husband and I assumed that he was a failure. We created a lot of tension and conflicts with our son. After he was diagnosed with schizophrenia, we couldn't accept this cruel news. We felt angry, depressed and lost. We did not know how to deal with him and his illness.

Fortunately, I got the chance to join the Mandarin Family Support Group. Through learning in the group and sharing feelings and experience with other family members in similar situations, I gradually started to accept that my son has a mental illness. I learned how to manage my own emotion and help my son.

Now I feel quite knowledgeable and confident. We are able to have open communication and I gained his trust back by actively listening to his concerns, sadness, desire and happiness. I encouraged him to register for an interior design course when I discovered he was interested in decorating his room. He is not so shy to step out of the home now. We both enjoy visiting the museum, watching movies and going out with other families for parties.



I feel so grateful for the help from Hong Fook. Without them, I would probably be trapped in shock, desperation and depression, struggling to cope with my son's illness. I feel happy to be empowered to help my son in his unique life journey.

### Program Participant Sharing: Sharing Common Pleasures with Peers

I am in my sixties and am diagnosed with schizophrenia and depression. I started to receive case management from Hong Fook 10 years ago and it helps a lot. I am very happy to prepare meals in the Self Help Lunch Program. I used to be a cook and like cooking very much. I made a lot of friends in the Lunch Program. We chat, and share our concerns and the strategies to overcome problems in life. I feel so happy to share my cooking skills as I have the chance to do something for others. I feel good that I am still useful, not a person that burdens others and society.

Every morning, I get up, do exercises, take my medication and get ready to go to Hong Fook to see my friends. I participate in the ESL class and Lunch Program. I feel I am getting better day after day, and life is full of hope and happiness for me.

### **How I See Peer Support**

By Hearan Jin, Peer Support Worker

"Peer support" is support provided by peers for peers. Peer support is based on the belief that people who have faced, endured and overcome adversity can offer encouragement and hope to others. As an active participant of the Self Help program, I saw how this role inspired other participants.

In the Korean Self Help group, I teach participants computer skills as a way of capacity building. With such skill, they can become involved in the newsletter production team. I am currently preparing a dance with the group to perform at the next Hong Fook event. Through discussion about the dance movements, we learn how to respect different opinions.

Every Tuesday, I call participants to remind them about the Korean Self Help program and touch base with them about their health. I try to be a good listener during such conversations. I believe it can provide them emotional comfort. Some peers share that they wait for my call every Tuesday, because they feel lonely.

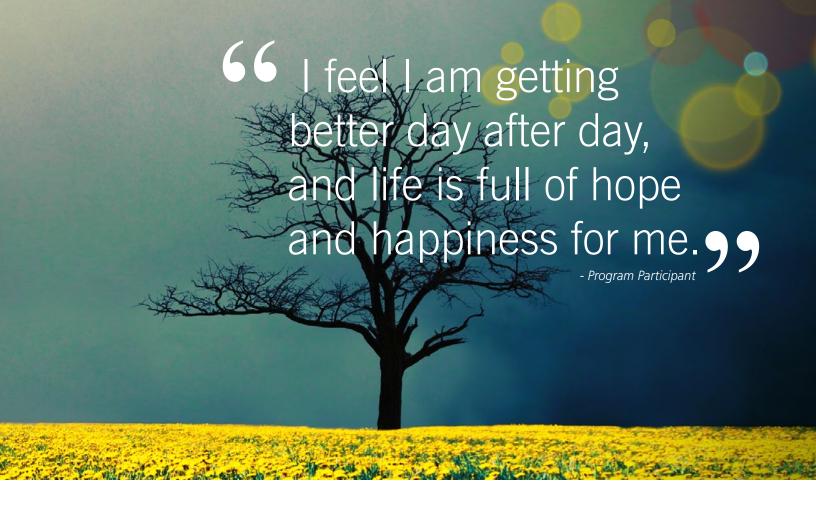
It is very important to share my experience. Sharing my personal story in coping with mental illness encourages peers to move along their recovery journey. I hope that they can freely express their feelings and walk out of the long dark tunnel of the past.

Peer supporters do experience mental health issues. We are in a unique position to offer support to others in order to improve the quality of their lives.

### Youth Outreach Worker Program

The Youth Outreach Worker Program (YOW) is new. The Youth Outreach Worker outreaches to marginalized and youth-at-risk, with a focus on Chinese youth. The Worker engages with youth aged from 12 to 21 years old and their families, and helps them to navigate and connect with services and supports in their communities. This year, we accomplished the following:

- Partnered with East Toronto Youth Outreach Worker network led by East Metro Youth Services;
- Promoted YOW Program with 2192 interactions within our network;
- Engaged 36 youths and 22 family members;
- Conducted 117 interactions with individuals;
- Participated in 50 youth engagement activities; and
- Initiated 3 partnerships with Toronto Parks and Recreation in Oriole community, Griffin Centre, and the TDSB schools to create youth programs and platforms for outreaching.



### Prevention and Promotion Program

This has been another exciting and challenging year for Prevention and Promotion team. The team has accomplished the following:

- Integrated participant tracking into central database;
- Coordinated health promotion activities with the HF Connecting Health Nurse Practitioner-Led Clinic in the community;
- Trained volunteers for Hong Fook's programs: the Ignite Leadership for Immigrants' Health, Youth Outreach, Self Help, Family Initiative and Clinical Services;
- Delivered 11,420 hours of mental health education, trained over 50 mental health ambassadors, and delivered 7 series of leadership workshops;
- Coordinated the Walk for Wellness fundraising event, United Way Employee Campaign, and Holiday celebrations; and
- The"Managing Emotions for Women" run by Cantonese peer leaders was selected as one of two outstanding mental health projects at the Immigrant and Racialized Women's Health conference.

### **Volunteer Sharing**

I started volunteering at Hong Fook in early year 2013. I was interested in psychology, health, relationships and their connections. I applied to

Hong Fook to become a volunteer, wishing to help myself, family, friends and others.

I received training from various programs, including Ignite Leadership Project's Holistic Health Training, Peer Leadership Training and Board Governance Training. I attended the Case Aide training to become a Case Aide Volunteer. Since then, I participated in different volunteering activities including the Walk for Wellness and the Blossom of Hope fundraising gala. I am a Case Aide Volunteer and I help escort clients to clinics for language interpretation, and escort seniors to the Abuse Prevention Event. I also helped with the Client Experience Survey.

Through volunteering, I gained a lot of mental health knowledge to help myself and the people around me. Friendships were formed among Hong Fook's staff and volunteers. I feel their passion and spirit. — Clark Wang

### Journey to Promote Mental Health Project

The Journey to Promote Mental Health training project is proudly celebrating its 5th anniversary. It is so well received that over 80% of past participants expressed interests in receiving additional training to improve their mental health knowledge and communication skills to better serve their clients with mental health concerns. In response to this pressing need, the training team designed the curriculum for a 1-day Advanced Training and webinars in English and French. With renewed funding

from Citizenship and Immigration Canada, Hong Fook was able to provide 7 rounds of 2-day Foundation Training, 3 rounds of 1-day Advanced Training, and 3 theme-based webinars. 380 people attended the trainings across Ontario. Webinars are archived and available at hongfook.ca

The newly added Advanced Training and webinars increase participants' knowledge, improve their intervention skills and help them to identify culturally-nuanced expressions of mental illnesses. Participants learn to engage and refer clients, address intergenerational mental health issues, and self-care. The training offers a forum for participants to share their experiences and challenges when they tried to apply what they have learned. Furthermore, we received requests for this training by settlement agencies in Alberta and British Columbia. They are seeking training on topics related to mental health and mental illness, safety plan and self-care.

The following is a quote from a workshop participant: "I would like all my colleagues to have this opportunity to attend and be able to apply this information in their practice and for their wellbeing."





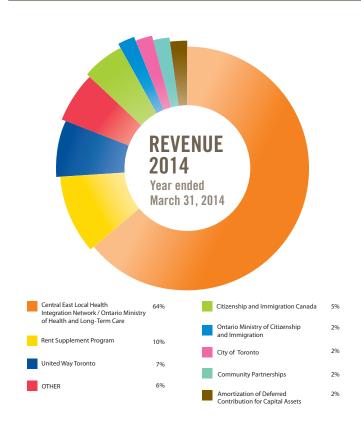
- 1 + 2. One-of-a-kind blanket/quilt by Korean Self Help Group and Happy Thursday Group
- 3. Knitting Group product by Cantonese consumers
- 4. Theme: Spring by the lakeside, portrait of people who enjoy mental health, immersed in love and leading a vibrant life by Case Management client.
- 5. Coasters by Korean consumers
- 6. Stocking flowers by Vietnamese consumers

### SERVICES STATISTICS As of March 31, 2014

SERVICE TEAMS	UNIQUE CLIENTS SERVED	CLIENT/ PARTICIPANT CONTACTS/ VISITS	GROUPS (REGULAR)	GROUP SESSIONS	ADVISORY / PLANNING COMMITTEES	VOLUNTEERS	VOLUNTEER HOURS	LEADERS IN TRAINING
Intake & Consultation	1,144	3,014						
Case Management	528	13,723	5	50		45		
Support within Housing	81	3,937	3	23				
Asian Community Psychiatric Clinic	292 (new clients only)	2,618						
Family Initiative	112	669 (atten- dance days)	5	75	1	16 (10 are family members)	478	
Self Help Program	295	8,716	18	784		45 (32 are consum- ers)	2,981	37
Prevention and Promotion	806	13,037	26	524	4	348	7,419	

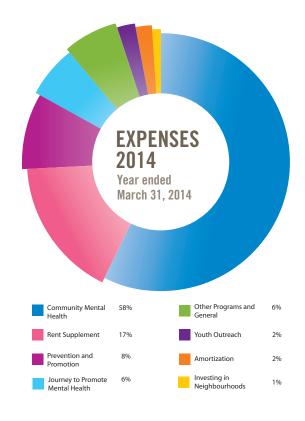


### FINANCIAL SNAPSHOT



#### **GOVERNMENT**

Donations	\$23,027
Interest and Other	\$195,897
Amortization of Deferred Contribution for Capital Assets	\$105,336
Community Partnerships	\$106,484
Rent Supplement Program	\$ 455,655
OTHER REVENUE	
Heart and Stroke Foundation	\$4,871
Hong Fook Mental Health Foundation	\$39,579
FOUNDATION	
United Way Toronto	\$ 342,151
NON-GOVERNMENT	
Human Resources and Skills Development Canada	\$14,342
City of Toronto	\$84,237
Ontario Ministry of Citizenship and Immigration	\$104,184
Citizenship and Immigration Canada	\$240,000
Central East Local Health Integration Network / Ontario Ministry of Health and Long-term Care	\$3,007,614

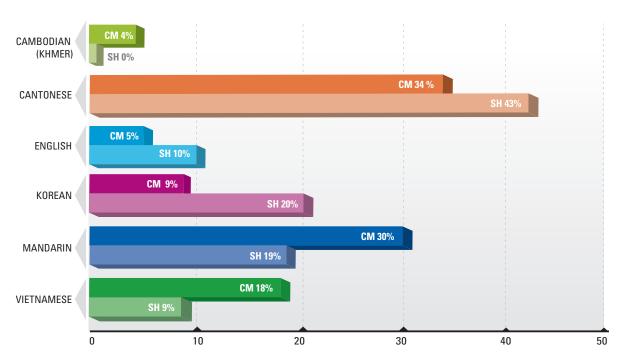


Excess of Revenues over Expenses	\$120		
Total Expenses	\$4,723,257		
Amortization	\$106,821		
Other Program and General	\$293,708		
Investing In Neighbourhoods	\$61,602		
Youth Outreach	\$70,521		
Journey to Promote Mental Health	\$273,525		
Prevention and Promotion	\$400,347		
Rent Supplement	\$787,606		
Community Mental Health	\$2,729,127		

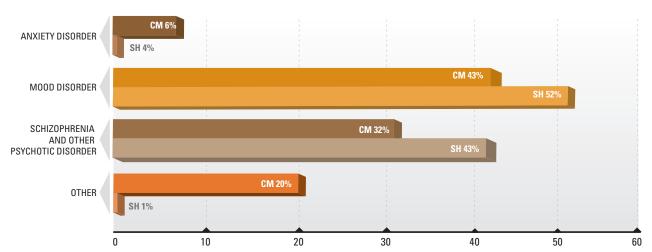
### PREFERRED LANGUAGE & PRIMARY DIAGNOSIS

of Case Management (CM) & Support within Housing (SH) Clients 2013-2014

#### PREFERRED LANGUAGE



#### **PRIMARY DIAGNOSIS**



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