



Take the Mental Health Journey Together



ANNUAL REPORT
2018-2019

HONG FOOK
MENTAL HEALTH
ASSOCIATION IS
DEDICATED TO
IMPROVING THE
LIVES OF ASIAN
AND OTHER
COMMUNITIES.



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MESSAGE FROM THE PRESIDENT & THE EXECUTIVE DIRECTOR

President: John Park
Executive Director: Bonnie Wong

In February of this year, the Ontario government introduced Bill 74, The People's Health Care Act, 2019. The Bill creates the legislative framework for the establishment of a new model for a patient-centred integrated public health care delivery system that is meant to provide appropriate, coordinated, effective and efficient services.

As a health care provider, Hong Fook group of agencies have been championing the culturally competent, integrated health care service delivery model to improve the lives of Asian and other communities for years. And we look forward to working with our stakeholders, including our clients and families, to continue to impact our communities during this time of reform. Hong Fook will continue its efforts to advocate for health equity and to reach those who need access to a culturally competent mental healthcare.

In 2018/2019 term, Hong Fook is very proud to share with you the following accomplishments:

1. Has refreshed our service model – the new collaborative service model poster is posted in each branch office.
 2. Has completed the culturally competent care educational toolkit. The training is available for internal and external stakeholders upon request.
 3. Has transitioned Self Help and Prevention and Promotion Programs to the Integrated Recovery and Community Program. The pilot project of the structured Recovery College is underway.
 4. Has expanded the Youth and Family Hub Program – the 4th branch was opened at the Dorcas Centre in Markham.
 5. Has launched the “Vote for Health” Campaign during the two government elections, together with the Ontario Chinese Health Coalition and United Way Greater Toronto – it has successfully increased civic participation and public awareness on health and well-being.
 6. Has collaborated with several mental health organizations in both Toronto and U.S.A. to organize the biennial Diversity and Equity Conference in Mental Health and Addictions in Toronto with over 300 participants.
 7. Has participated actively in the Ontario Health Teams self-assessment processes with the local hospitals including Scarborough Health Network, North York General Hospital and Ontario Shores Centre for Mental Health Sciences and many community organizations.
 8. Has been awarded with recognitions both locally and internationally – Hong Fook has received the Advancing Minority Mental Health Award from the American Psychiatric Association Foundation (APA); Inspiring Change Award from the Cota Health; and the Life Long Achievement Award for Dr. Ted Lo, Asian Clinic, from the Society for the Study of Psychiatry and Culture (SSPC).
- In closing, we would like to express our heartfelt thanks to all our supporters in the mission to improve the lives of Asian and other communities. We thank our funders and sponsors, including volunteers and staff, clients and families, and our various partners in academic institutions, communities and hospitals.

MESSAGE FROM THE PRESIDENT & THE EXECUTIVE DIRECTOR

康福董事會主席及行政總監致詞

主席：朴峻碩 行政總監：黃吳淑芳

今年2月，安省政府推出了74號法案(Bill 74)，名為《2019年民眾醫療保健法》(The People's Health Care Act, 2019)。該法案建立一個立法框架，為以患者為中心的綜合公共醫療保健服務系統訂立新的模式，旨在提供適當、協調、有效和高效率的服務。

康福作為醫療保健服務提供者，轄下的機構多年來致力於提升具文化能力、以綜合醫療護理服務模式提供服務，去改善亞裔和其他社區人士的生活。在這個改革時期，我們期待與包括服務使用者及其家人等持份者同行，對社區持續發揮作用。康福將繼續努力提倡全民保健平等 (Health Equity)，以及幫助有需要的人得到具多元文化能力的心理健康護理服務。

在2018至2019年度裡，康福非常榮幸能夠與你分享以下的成就：

1. 更新了我們的服務模式 — 新的協作服務模式海報已張貼在各辦事處。
2. 完成了具多元文化能力的培訓教材。對此培訓有興趣的持份者可與我們聯繫。
3. 已將自助和預防及推廣計劃轉型為綜合復元與社區計劃。復元學院試驗計劃已經展開。
4. 擴充青少年及家庭中心服務 — 第四個分部已經在萬錦市的多家匯社區中心(Dorcas Centre) 展開服務。
5. 在兩個政府選舉期間，聯同安省華人健康聯盟和大多倫多公益金發起「為健康投票」活動 — 活動成功提升公民參與及公眾對身體和整體健康的意識。
6. 與數個多倫多和美國的心理健康組織在多倫多合作舉辦有關心理健康及癮癮的多元文化及平等機會雙年會議，會議有超過300人參加。
7. 與地區醫院積極參與安省醫療團隊推展的「自我評估進程」，參與的單位包括士嘉堡醫療網絡、北約克全科醫院和安大略湖濱精神健康科學中心，以及多個社區組織等。
8. 獲得本地和國際的獎項及認同 — 康福獲美國精神病學協會基金會(American Psychiatric Association Foundation, APA) 頒發推動少數族裔心理健康獎；獲Cota Health頒發啟發改變獎；以及亞裔社區精神科診所的老洪達醫生獲精神病學與文化研究學會(Society for the Study of Psychiatry and Culture) 頒發終身成就獎。

最後，我們要向所有的支持者表示衷心的感謝。他們致力於改善亞裔及其他社區人士的生活。我們感謝資助者和贊助者，包括義工、員工、服務使用者和他們的家人，以及我們在學術機構，社區和醫院的合作夥伴。

康福董事會主席及行政總監致詞

主席：朴峻碩 行政總監：黃吳淑芳

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Thông điệp từ Chủ tịch Hội Đồng Quản Trị & Giám Đốc Điều Hành

Chủ Tịch: John Park Giám Đốc Điều Hành: Bonnie Wong

Vào tháng 2 năm nay, chính phủ Ontario giới thiệu Bản Dự Luật 94, Luật Chăm Sóc Sức Khỏe Cho Nhân Dân, 2019. Dự luật vạch ra quy định lập pháp để thiết lập một mô hình mới cho hệ thống chăm sóc sức khỏe cộng đồng hợp nhất, lấy bệnh nhân làm trung tâm, nhằm cung cấp các dịch vụ phù hợp và hiệu quả.

Các tổ chức nhóm Hồng Phúc - với tư cách là một tổ chức cung cấp dịch vụ chăm sóc sức khỏe - đã nhiều năm dần dần mô hình hình cung cấp dịch vụ chăm sóc sức khỏe hợp nhất, phù hợp văn hóa để nâng cao cuộc sống của người dân Châu Á cũng như của các cộng đồng khác. Chúng tôi mong đợi được làm việc chung với các đối tác, bao gồm cả bệnh nhân và gia đình của họ, để tiếp tục cổ vũ các cộng đồng của chúng tôi trong giai đoạn cải tiến này. Hồng Phúc sẽ tiếp tục nỗ lực đấu tranh cho công bằng y tế và tìm kiếm phục vụ những ai cần các dịch vụ chăm sóc sức khỏe tinh thần phù hợp văn hóa.

Hồng Phúc rất tự hào chia sẻ với quý vị những thành tựu trong nhiệm kỳ 2018/2019:

1. Đã cải cách mô hình dịch vụ của chúng tôi - bản thông tin về mô hình dịch vụ tổng hợp được đăng ở mỗi văn phòng Hồng Phúc.
2. Đã hoàn thành bộ tài liệu hướng dẫn việc cung cấp dịch vụ phù hợp văn hóa. Hướng dẫn đào tạo sẽ được cung cấp theo yêu cầu của các đối tác trong và ngoài Hồng Phúc.
3. Đã chuyển đổi chương trình Self Help (Nhóm Tương Trợ) và chương trình Prevention and Promotion (chương trình phòng bệnh và quảng bá thông tin sức khỏe tinh thần) thành chương trình Integrated Recovery and Community (hợp nhất giữa chương trình hồi phục sức khỏe tinh thần và chương trình cộng đồng). Dự án thí nghiệm Recovery College đang được khai triển.

협회장과 사무장의 인사말

협회장: 박준석 John Park 사무장: 보니 웡 Bonnie Wong

온타리오 주정부는 올 2월 의료서비스법(2019)이라는 이름의 74법안을 도입했습니다. 이 법안은 환자 중심의 통합적 공공 의료제라는 목표 아래 새 모델의 수립을 위한 입법적 토대를 마련한 것으로, 적절하고 조화로우며 효과와 효율성이 높은 서비스를 지향합니다.

홍곡의 각 기관들은 의료 서비스 제공자로서, 지난 수년간 문화적으로 적절하고 통합된 의료 서비스 모델을 옹호하면서, 아시아를 비롯한 기타 지역공동체 구성원들의 삶의 질을 향상시켜 왔습니다. 우리는 개혁의 시기를 맞아 고객과 가족을 포함한 당사자들과 협력하여 지역사회에 지속적인 도움을 주고자 합니다. 홍곡은 건강의 형평성을 옹호하고 문화적으로 적절한 정신건강 서비스가 필요한 사람들을 지원하는 일에 전력을 기울일 것입니다.

2018-19년 홍콩은 다음과 같은 성과를 공유하게되어 매우 자랑스럽게 생각합니다.

1. 서비스 모델을 새롭게 바꿨습니다. 새로운 협력 서비스 모델의 포스터가 각 사무실에 게시되었습니다.
2. 문화적으로 적절한 서비스를 위한 교육용 프로그램을 완성했습니다. 요청시 내·외부 관계자를 대상으로 교육을 제공합니다.
3. 자조 프로그램과 예방·홍보 프로그램을 통합해 회복 및 지역사회 프로그램으로 전환했습니다. 조직화 된 회복학교라는 시범 프로젝트가 진행 중입니다.
4. 청소년/가족 허브 프로그램을 확장했습니다. 마감의 도르가 센터에 4 번째 사무실을 개설하였습니다.
5. 두차례 선거기간 중 온타리오 중공계 보건연합, 토론토 유니아이트 웨이와 함께 “보건 투표” 캠페인을 벌여, 건강과 복지에 대한 시민 참여와 대중 인식을 성공적으로 증가 시켰습니다.
6. 토론토와 미국의 몇몇 정신건강 기관과 협력하여 정신건강과 중독의 다양성과 형평성에 대한 격년제 회의를 토론토에서 개최, 300여 명이 참가했습니다.
7. 스카보로 보건네트워크, 노스욕 제너럴병원, 온타리오 쇼얼즈센터를 비롯한 지역 병원, 기타 지역사회 기관과 함께 온타리오 웰스팀스의 자체 평가 프로세스에 적극 참여하였습니다.
8. 뛰어난 업적으로 지역사회와 국제사회로부터 표창을 받았습니다. 미국 정신의학회(APA)의 소수 정신건강 증진상, 코타헬스의 혁신 변화상, 정신의학-문화 연구회(SSPC)가 아시아 클리닉의 테드 로 박사에게 수여한 평생공로상을 각각 수상했습니다.

끝으로, 아시아와 기타 공동체의 삶을 개선하기 위한 우리의 사명에 동참하는 모든 지지자들에게 진심으로 감사를 드립니다. 자원 봉사자, 직원, 고객과 가족을 비롯한 모든 기부자와 후원자, 학술 기관과 지역사회와 병원의 여러 파트너에게도 고마움을 표합니다.

- Đã mở rộng chương trình Youth and Family Hub Program (chương trình dành cho thanh thiếu niên và gia đình) - chi nhánh thứ tư đã được thành lập tại Dorcas Centre, thành phố Markham.
- Đã cùng với Ontario Chinese Health Coalition và United Way of Greater Toronto mở chiến dịch "Vote for Health" (Bầu cử cho Sức khỏe) - chiến dịch đã nâng cao sự ý thức và tham gia của cộng dân về sức khỏe và hạnh phúc một cách thành công.
- Đã hợp tác với các tổ chức sức khỏe tinh thần ở Toronto và Mỹ để tổ chức Hội nghị Diversity and Equity Conference in Mental Health and Addictions (Hội nghị Đa văn hóa và Công bằng về Sức khỏe tinh thần và Cai nghiện) ở Toronto một 2 năm một lần với hơn 300 khách tham dự.
- Đã tích cực tham gia trong quá trình đánh giá nội bộ của Ontario Health Teams (Những nhóm y tế Ontario) với các bệnh viện địa phương bao gồm Scarborough Health Network, North York General Hospital and Ontario Shores Health Sciences và nhiều tổ chức cộng đồng khác.
- Đã được khen thưởng với sự công nhận cả trong nước và quốc tế - Hồng Phúc đã được nhận giải thưởng Advancing Minority Mental Health Award (giải thưởng về Nâng cao sức khỏe tinh thần cho các cộng đồng dân tộc thiểu số) từ Hiệp Hội Tâm Thần Hoa Kỳ (APA); giải thưởng Inspiring Change Award (giải thưởng về những cải cách khác lạ) từ tổ chức Cota Health; và giải thưởng Life Long Achievement (giải thưởng về sự nghiệp thành tựu) do Hiệp Hội Nghiên Cứu Tâm Thần và Văn Hóa trao cho Bác sĩ Ted Lo, phòng mạch Asian Clinic.

Cuối cùng, chúng tôi muốn gửi lời cảm ơn chân thành đến tất cả những người ủng hộ chúng tôi trong sứ mệnh nâng cao cuộc sống của người dân Châu Á cũng như của các cộng đồng khác. Chúng tôi cảm ơn các nhà mạnh thường quân và nhà tài trợ của chúng tôi, bao gồm thiện nguyện viên và nhân viên, bệnh nhân và gia đình, và các đối tác từ các tổ chức học thuật, cộng đồng và bệnh viện.

សារលិខិតពីលោកប្រធាននិងនាយកប្រតិបត្តិ

ប្រធាន៖លោកចន ប្រាក់ John Park

នាយកបេតិបត្តិ៖ ប៊ុនី វ៉ុង Bonnie Wong

នៅក្នុងខែកុម្ភៈឆ្នាំនេះ រដ្ឋាភិបាលខេត្តអនុវត្តវិធីសាស្ត្រប្រកាសច្បាប់លេខ៧៤ (ច្បាប់ថែរក្សាសុខភាពនៃពលរដ្ឋ) ឆ្នាំ២០១១។ សេចក្តីប្រកាសច្បាប់នេះបង្កើតនូវគ្រោងទ័ពច្បាប់សំរាប់ទទួលបាននូវកិច្ចសំរាប់ប្រព្រឹត្តទង្វើរដ្ឋការថែរក្សាសុខភាពចំពោះខ្មែរនៃអភិវឌ្ឍន៍ជាតិ មានន័យថាការផ្តល់សេវាកម្មទាំងឡាយនៃសាសនាមរម្យ ស្មើគ្នា មានលក្ខណៈស្មើគ្នា និងសុខភាពសុខភាព។

ក្នុងនាមជាមួយកម្ពុជាឡូស្កាតូ ភ្នាក់ងារក្រុមសមាជិកបុរេកម្ពុជាដែលកំពុងតែរក្សាបានសមត្ថភាពខាងវប្បធម៌ ជាតិក្នុងការឆ្លងកាត់សហគមន៍ថែរក្សាសុខភាពចំនេះដើមឡើងវិញនិងការរស់នៅឡើងវិញ និង សហគមន៍ ទាំងឡាយដទៃទៀត ជាមួយគ្នាក៏ហើយ។ ហើយយើងខ្លួនងារចាំត្រូវការជាមួយសមាជិកដៃគូទាំងឡាយរបស់ យើង ប្រទាំងកំពុងរីកចំរើន និងប្រកួតប្រជែងទាំងឡាយ ដើម្បីឆ្លងកាត់នូវបរិស្ថានសាមញ្ញទៅលើសហគមន៍ ទាំងឡាយរបស់ យើងកំពុងរីកចំរើននៃការធ្វើការកែលម្អទាំងនេះ។ បុរេកម្ពុជាដែលបន្តនូវការខិតខំប្រឹងប្រែងរបស់ខ្លួន ដើម្បីត្រឡប់វិសាល ភាពសមធម៌នៃសុខភាព និងដើម្បីឈានចូលទៅដល់លោកមួយដែលត្រូវការនូវការថែរក្សាសុខភាពសកលវប្បធម៌ ដ៏ សមស្របសម្រាប់ការរស់នៅរបស់យើង។

នៅក្នុងវគ្គឆ្នាំ២០១៨ និង២០១៩ សមាគមហ៊ុកហ្វុកមានមោទនៈភាពណាស់ក្នុងការចែករំលែកដល់អ្នក នូវការសំរេច
បានទាំងឡាយដូចខាងក្រោម៖

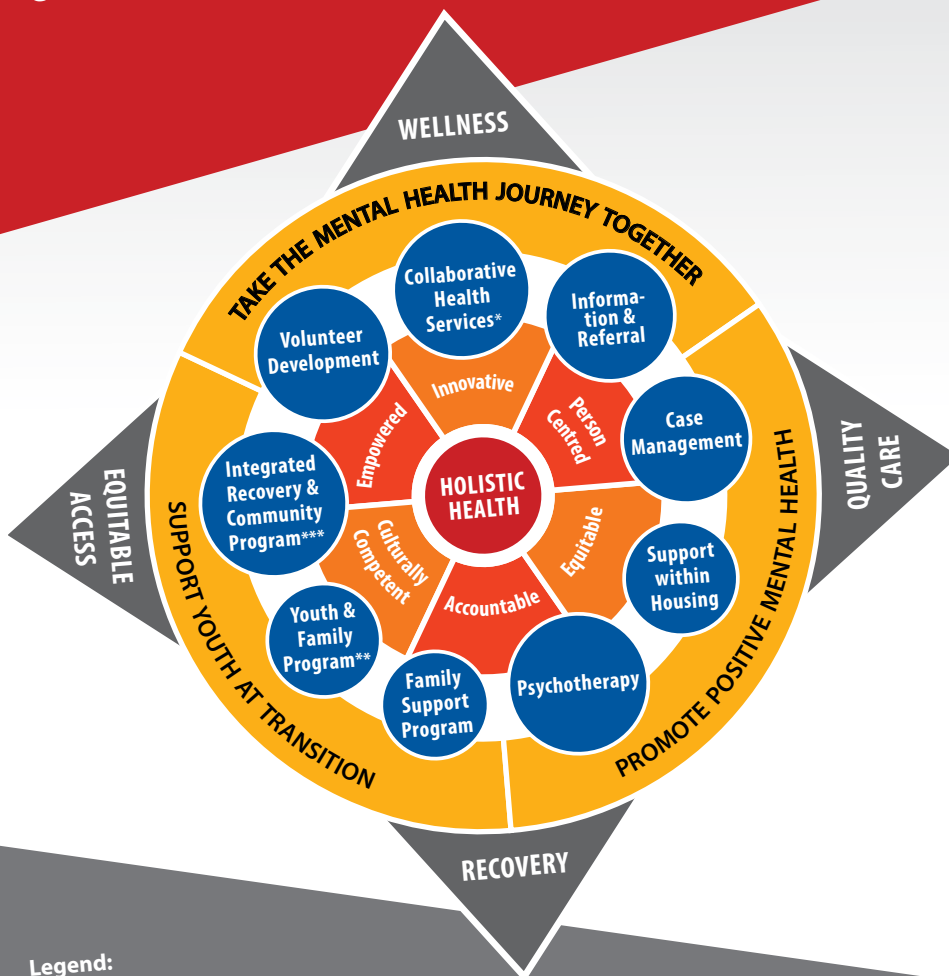
1. បានកែសម្រួលនូវគំរូនៃសេវាកម្មរបស់យើងឡើងវិញ-បំផ្លាញឲ្យឆ្ងាយគំរូនៃសេវាកម្មសហការណ៍ថ្មី ត្រូវបានឲ្យឆ្ងាយគ្រប់ការិយាល័យនៃសភាគមួយ។
2. បានបញ្ចប់នូវឧបករណ៍អប់រំនៃការចែករដ្ឋានថ្មីនៃសកម្មភាពផ្នែកវប្បធម៌។ ការហ្វឹកហាត់គឺមានទាំងខាង ក្នុងនិងខាងក្រៅនៃសហគមន៍ដៃគូទាំងឡាយយ៉ាងស្មើគ្នា។
3. បានឆ្លងកាត់ពីកម្មវិធីយុទ្ធនិង កម្មវិធីឲ្យឆ្ងាយនិងការការពារទៅកម្មវិធីធ្វើអោយជាឡើងវិញចំនុះ និងកម្មវិធីនៃសហគមន៍។ គំរោងសាកល្បងនៃការសិក្សាទ្រង់ទ្រាយនៃការធ្វើអោយជាស្មើឡើង វិញគឺ នឹងមានឆាប់ៗ។
4. បានពង្រីកនូវកម្មវិធីយុវជននិងបង្គោលនៃគ្រួសារ-សាខាទី៤ត្រូវបានបង្កើតឡើងនៅបេឡូសណូនីម៉ាខា ស នៅក្នុងទីក្រុងប៉ាឌី។
5. បានចាប់ផ្តើមនូវយុទ្ធនាការបោះឆ្នោតសំរាប់សុខភាព- ក្នុងកំឡុងនៃការបោះឆ្នោតនៃរដ្ឋាភិបាលទាំងពីរ រួមទាំងក្រុមចំនុះនៃសុខាភិបាលចិននៃខេត្តអនាធិប្បី និងមូលនិធិយុវជនចិននៃតំបន់ទាំងឡាយជុំវិញ ទី ក្រុងតូរីន់ក្នុងការបានបង្កើតដោយផោតដ៏យន់នៅក្នុងរូបនៃពលរដ្ឋ និងការឲ្យឆ្ងាយអោយសាបាណៈ ដឹង អំពីសុខភាពនិងសុខុមាលភាព។
6. បានសហការណ៍ជាមួយសមាគមសុខភាពសកិអារម្មណ៍ប្រាំមួយ-ប្រាំពីរទាំងនៅទីក្រុងតូរីន់ និងទាំង នៅសហរដ្ឋអាមេរិក ដើម្បីរៀបចំសន្និបាតសមាគម ពហុប្រភពរៀបរាប់ពីផ្ទៃក្នុង អំពីសុខភាព សកិ អារម្មណ៍និងការព្យិនទាំងឡាយនៅក្នុងទីក្រុងតូរីន់ ដែលមានរួមក្នុងរូបជា៣០០នាក់។
7. បានចូលរួមយ៉ាងសកម្មនៅក្នុងក្រុមសុខភាពខេត្តអនាធិប្បីនៃដំណើរការនៃការកាត់លែងនូវធនធាន យុទ្ធិពលខ្សែក្រវាត់ទាំងឡាយរបស់បេឡូឡាសុខភាពនៃទីក្រុងស្កាប្រូ យុទ្ធិពលខ្សែកាត់យុវទៅពលសម័យ ក និងបេឡូឡាសុខភាពស្កាប្រូសុខភាពអនាធិប្បីប្រាំមួយ និងសមាគមនៃសហគមន៍ជាច្រើនទៀត។
8. បានទទួលរង្វាន់និងការទទួលស្គាល់ទាំងក្នុងស្រុកនិងអន្តរៈជាតិ-ហុងកុងបានទទួលរង្វាន់សុខភាព សកិអារម្មណ៍នៃធនភាពតិចតួចមូលនិធិការទទួលបានជីវិតយុវអង្គ(APA) រង្វាន់ជុំវិញអោយមានការ ផ្លាស់ប្តូរពីសុខភាពក្នុងការរង្វាន់នៃការទទួលបានជីវិតយុវអង្គសំរាប់លោកអរជ្ជបណ្ឌិតចែត ឡូ គ្លីនិក អំពីសង្គមសំរាប់ការសិក្សាអំពីបេឡូឡាសុខភាពនិងសកិក្រុម(SSPC)។

ជាច្រើនឆ្នាំយើងខ្ញុំសូមសម្តែងនូវការអគុណយ៉ាងជ្រាលជ្រៅចំពោះអ្នកតម្រូវសម្តែងទាំងឡាយ ដែលនៅក្នុងរបបសកម្មដើម្បីធ្វើឯកយប្រសើរឡើងទូទាំងពិភពលោក និងសហគមន៍ទូទៅច្រើនទៀត។ យើងខ្ញុំសូមអគុណចំពោះមូលនិធិ និងអ្នកទុក្ខរងទាំងឡាយ រួមទាំងអ្នកស្ម័គ្រចិត្តទាំងឡាយ និងបុគ្គលិក អតិថិជន និងគ្រួសារទាំងឡាយ និងដៃគូទាំងឡាយរបស់យើងនៅក្នុងវិទ្យាស្ថានសិក្សា សហគមន៍ និងមន្ទីរពេទ្យទាំងឡាយ។

PROGRAMS AND SERVICES

HONG FOOK SERVICE MODEL

Collaborative Model of Practice through "Continuum of Services"



Legend:

* Collaborative Health Services:

Asian Community Psychiatric Clinic
Nursing Support: Ontario Telemedicine Network
Nurse Practitioner-Led Clinic
Community Paramedic-Led Clinic

** Youth & Family Program:

CHOICES
Youth Outreach Worker (YOW)
Youth and Family Hub

*** Integrated Recovery and Community Program:

Integrated Recovery Program:

- Recovery College
- Peer Support

Integrated Community Program:

- Prevention and Promotion
- Training Program

Through the culturally, linguistically appropriate approach, Hong Fook's continuum of services ranges from Intake and Case Management, Support within Housing, Collaborative Health Services, Youth and Family Program, Family Support Program, Integrated Recovery and Community Program, to Volunteer Development. The continuum is grounded in the holistic health framework, guided by Hong Fook's core values, and aligned to the four program directions. It allows room for individuals to access services according to their diverse needs, builds the capacities of communities to promote and sustain wellness, and moves the agency beyond the provision of "piecemeal solutions".

EMPOWER clients, communities and ourselves

Newly Restructured Integrated Recovery and Community Program

Based on the results of data analysis, literature reviews, and agency visits, the Program Revamp Staff Taskforce in 2017 recommended the reorganization of the existing programs and services into a new integrated program named as Integrated Recovery and Community (IRC) Program.

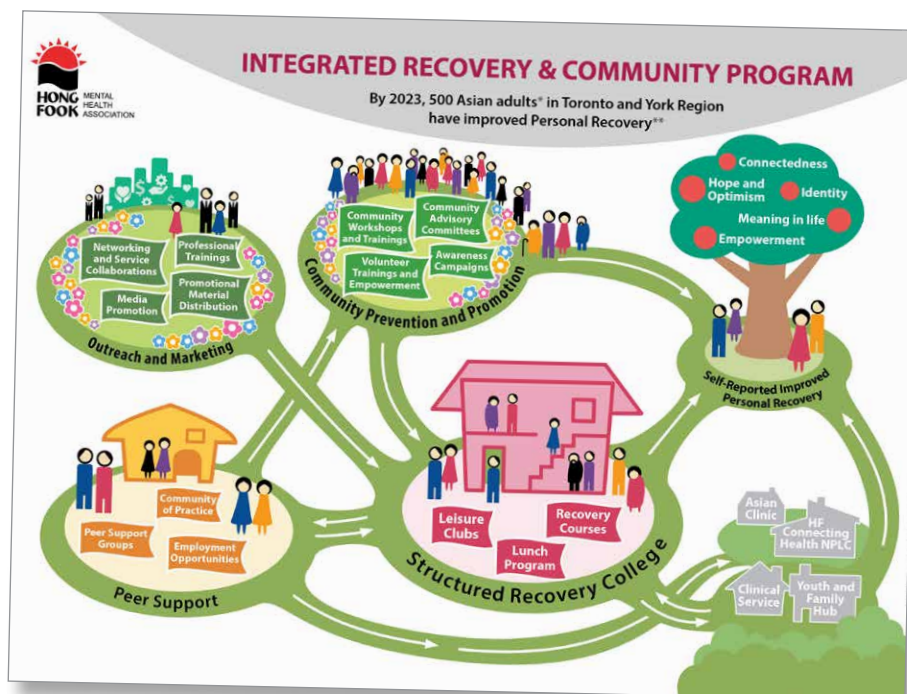
In 2018, IRC Program participated in the Impact and Strategic Clarity program, offered by Innoweave, a project of the J.W. McConnell Family Foundation and funded by the United Way Greater Toronto. Our leadership team worked with an Innoweave coach to draft, test and refine a set of outcome goals and a theory of change, and to pressure test and refine the thinking through research and working group conversations. The IRC Program's new Impact Statement was developed and is carried out through four major strategic components: Outreach and Marketing, Community Prevention and Promotion, Structured Recovery College and Peer Support. All these components work closely together to provide seamless care for the community. (Please refer to the program diagram below.)

Under the newly revamped IRC program, the Integrated Recovery Program, transformed from the previous Self Help Program, has taken an innovative approach to support service development based on CHIME, a conceptual framework for personal recovery in mental health. The goal is to support clients to achieve their recovery goals towards

Connectedness, Hope & Optimism, Identity, Meaning, and Empowerment (CHIME), through Recovery College, peer-facilitated Leisure Clubs, and peer support.

The strong self and social stigma in Asian community creates barriers for individuals to seek help sooner. Addressing stigma and facilitating service navigation through community capacity building has continuously been the priority for the newly branded Integrated Community Program, an integration of the Prevention and Promotion Program and the Professional Training Program. Besides the well-known Health Ambassador Training, the ongoing volunteer development and empowerment in each cultural community, the team leads community empowerment activities and awareness campaigns, such as the bi-annual Hong Fook Walk for Wellness and the Vote for Health Campaign in each election year. Each year through the team's involvement in community outreach, media engagement, collaborations and networks, we reach out to over 5,000 contacts.

Growing service providers' capacity is also critical to have larger impact on Immigrant, Refugee, Ethno-cultural and Racialized (IRER) populations. This year, Hong Fook's Training Program also celebrated its 10th anniversary in delivering the signature bi-lingual (English and French) training, Journey to Promote Mental Health, which has benefitted over 3,420 settlement workers across 20 municipalities in Ontario.



*Asian adults

Adults aged 16 years old and above from Cambodian, Cantonese, Korean, Mandarin, Vietnamese communities with English as their second language.

**Personal Recovery

Personal recovery has been defined as "a deeply personal, unique process of changing one's attitudes, values, feelings, goals, skills and/or roles. It is a way of living a satisfying, hopeful and contributing life even with the limitations caused by illness".

Hong Fook's Culturally Competent **Recovery College** is developed based on the CHIME framework – a conceptual framework for personal recovery in mental health. We ensure the principles of recovery are adopted in the college. The effectiveness of the college can be measured according to this framework through Personal Recovery Outcome Measure (PROM).

(Slade, M et al. A conceptual framework for personal recovery in mental health: systematic review and narrative synthesis)

Quality Journey towards Accreditation Primer Award

Accreditation strengthens community confidence in the quality and safety of care, treatment and services. Achieving accreditation makes a strong statement to the community about an organization's efforts to provide the highest quality services. Hong Fook has seriously considered taking on the journey to be accredited. Since late 2018, Hong Fook has rolled out the preparation process towards the Accreditation Primer by Accreditation Canada. Our board, management, staff, clients and their families, program participants, and volunteers have been involved in this incredible journey.

With the guidance of an Accreditation Consultant, we have held Accreditation orientation meetings with all staff, the Board, and the Service Development and Quality Committee. The Canadian Patient Safety Cultural Survey and the Governance Functioning Tool Survey have been completed. Results have been reviewed and the “red” and “yellow” gap areas have been addressed at various staff teams, management, Board and committee levels as a standing meeting agenda.

To date we have accomplished many activities such as:

- Refreshing Hong Fook's Value Statements;
- Introducing Hong Fook's new Ethics Framework and opportunities to work through ethical dilemmas;
- Reviewing with all staff Workplace Violence & Privacy Policies & Procedures;
- Assigning the Registered Nurse with Infection, Prevention & Control duties;
- Developing action plans associated with the Employee Satisfaction & Canadian Patient Safety Culture Surveys;
- Introducing the new Client Identifier & Disclosure Policies & Procedures;
- Facilitating staff training related to retrospective (after an incident occurs) investigations using tools such as Why, Why, Why? and Fishbone and reviewing reportable client incident reporting; and
- Building the Board of Directors capacity related to accreditation.

While preparing for our accreditation survey, Hong Fook implemented the Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA), a validated questionnaire endorsed by Central East Local Health Integration Network, to assess clients' perception of care. Notably, our 2019 survey achieved a great success. In addition to achieving an unprecedented response rate of 48%, the average score on clients' experience in receiving high quality of services was 3.51 (88%), matching the provincial standard.

Our Accreditation Consultant Christel Galea shared, “each day I learn of the valuable services and programs Hong Fook provides to the community and feel proud of the wonderful work that you do in investing in a healthy community. I look forward to working with you and building your capacity related to quality, safety and risk.”

Staff Trainings to Improve Quality of Care

The Strengths Model is a recovery-oriented approach to mental health. The model has a strong belief in people's capacity in self-directed, growth-oriented change, with a focus on client's strengths and supporting client's utilization of his/her natural occurring resources in the community for recovery.

In November 2018, Hong Fook invited Ally Mabry and Bryan Knowles, two experienced trainers of the Strengths Model from the University of Kansas of the United States to deliver the training to all Hong Fook staff. The immensely positive responses to this training jumpstarted a pilot project within the Case Management Service in early 2019. Peer Support Workers have also been involved in this pilot project, not only to provide inputs in this new service development, but also to brainstorm the recovery possibility with a strength focus from their lived experiences.

Since then, the substantial improvement in our quality service has been recognized by both staff and our clients, reaffirming Hong Fook's commitment to our Quality of Care.

ENGAGE our youth and other populations

Newly Launched Youth and Family Hub

This year, with the funding from the Regional Municipality of York and Bell Let's Talk Community Fund, and the generous donation from Toronto District School Board's International Education Department, Hong Fook's Youth and Family Hub has been launched in both Toronto and York Region. Thanks to the support from Dorcas Centre, Hong Fook has set up a satellite site in Markham, which becomes the home of our Markham Youth and Family Hub.

The Hub is a resilience-focused, structured service model, developed based on Hong Fook's existing in-demand youth programs, with new components and expansions to better meet the community needs and align to Hong Fook's youth strategy. To improve the resiliency of East Asian in-risk youth and their family members and caregivers, the Youth and Family Hub develops and delivers programs in alignment with four strategic themes: (1) enhancing youth emotional and social competency, (2) strengthening families, (3) cultivating leadership, social connectedness and mutual aids, and (4) raising mental health awareness and facilitating service navigation.



Youth team with Dorcas Centre staff presenting the Hub model display

Since the implementation of such progressive changes, Hong Fook has served about 350 youth and 110 family members and caregivers. We received tremendous positive feedback from all participants. In the coming year, our programs will focus on promoting the awareness of social identity and supporting the process of self-exploration and self-understanding of East Asian youth.

Grand Opening at Dorcas Centre, February 2019



TESTIMONIALS

"She's an incredible Social Worker I have ever met. Her genuine caring truly touched me and my family... Before knowing her, I was experiencing major depression while suffering from physical pains throughout the whole body. Especially during the time my mother passed away, I lost the hope, interest and couldn't find any meaning in my life. I was taking many pills every day and crying day after day until I was connected to my **Case Manager** at Hong Fook. It was her passion, patience and caring that gradually guided me out, reconnect to the community and smile back... She also helped me rebuild the relationship with my son. When he was approved for a social housing unit, she walked through all the paperwork and procedures with us and provided tireless support while we were so lost... From her, I have learned a lot and felt more empowered."

RESOURCE DEVELOPMENT



Cannabis Facts and Risks Brochure

In response to the cannabis legalization, with the generous grant support from Centre for Addiction and Mental Health (CAMH), Hong Fook developed a "Cannabis Facts and Risks" brochure in five languages (English, traditional and simplified Chinese, Korean and Vietnamese), identified the short-term and long-term impacts especially to the vulnerable populations, and listed community resources for cannabis users. The e-copy can be found on the Hong Fook website under Resource Centre.

Mental Health First Aid Kit

It's ok not to be ok. Besides delivering the Mental Health First Aid Training to community members and service providers, Hong Fook put together a package of mental health first aid kit, especially for our youth participants. Each small Hong Fook pouch bag contains a small bottle of essential oil that helps reduce stress and anxiety and promotes sleep, a smiley face stress ball, and a hot/cold eye mask that not only helps numb the pain or relieve the tension around the eyes, but also makes you refreshed.



"We appreciate the **Raising Amazing YOUTH** workshop provided us with the parental advice from a cultural lens, not only helping us understand the developmental characteristics of our child, but also making us aware of our own burnout from the caring role."

"Most of the groups I attended had an aim, a standard that I have to achieve. But with **YOU-THrive**, I had a space to explore, to be myself, and to experience freedom."

"I attended the **Health Ambassador Training**, not sure what to expect but gaining a lot out of the few classes I had. I was so impressed with the generous information provided, the thorough thinking behind the content, and how it was conducted for effective learning. Due to travel, I missed some classes especially the last two. The program staff kept the course materials for me. The day I went to pick up, she took time to walk me through the content. She did it because she wants to make sure the information is in good use; she did it because she cares. I am a volunteer for several charitable organizations. Like other charities I volunteer for, the reason I also choose Hong Fook is their caring culture. The team cares and treats their clients with the heart."

AWARDS



Hong Fook received the 2019 Advancing Minority Mental Health Award from the American Psychiatric Association Foundation (APA)



Our Community Paramedic-Led Clinic received the Inspiring Change Award from the Cota Health



Dr. Ted Lo, Clinical Director of the Asian Community Psychiatric Clinic, received the Life Long Achievement Award from the Society for the Study of Psychiatry and Culture (SSPC)

Culturally Competent Care: An Educational Toolkit

Culturally Competent Care is an unignorably important service component and commitment to deliver quality-based care for diverse communities. The vast majority of diverse populations understand mental health concepts differently, which has a direct impact on their help-seeking behaviour and their choice of treatments. Structural inequalities such as discrimination and racism can both create and exacerbate vulnerability.

Hong Fook recognizes the cultural and linguistic challenges faced by the vulnerable group of residents

and is dedicated to championing culturally competent care. Developing an educational toolkit was identified as one of our action plans in the Strategic Plan 2018-2021.

In 2018, the Training Team, supported by the consultant Linda Yoo, developed *A Trainer's Guide-Culturally Competent Care: An Educational Toolkit*, with the funding support from the provincial government. This toolkit serves as a vehicle to facilitate the Culturally Competent Care dialogue among service providers and can be a useful training material to engage service providers to improve their services to their clients. As a result, it will improve the service access, enhance quality-based care and strengthen system of care. It will also reduce the health disparity and improve client health and service outcomes.

Vote for Health Campaign

To address health disparity and lack of resources in the Asian community, Hong Fook plays an active role in research and advocacy. Chairing Ontario Chinese Health Coalition (OCHC), Hong Fook leads OCHC's Vote for Health campaign every election year. With the funding support from United Way Greater Toronto, as part of the 2018 Ontario for All campaign towards the two elections, Ontario provincial and municipal elections, Hong Fook, leading over 30 community agencies and health organizations, conducted a wrap-around campaign including dissemination of culturally and linguistically appropriate infographic cards, engagement through mass media and social media, all candidates' events and one-on-one candidate meetings. The campaign not only

addressed health and mental health related issues and distinct needs of the Chinese community, but also facilitated Chinese voter turnout and helped Chinese Canadians make better informed decisions.

Our ED Bonnie Wong speaking at the Vote for Health All Candidates Forum in May 2018

Vote for Health All Candidates Meet and Greet in September 2018

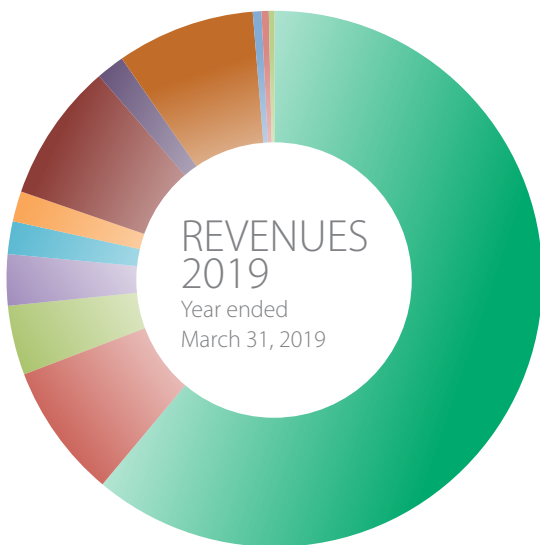


Diversity and Equity in Mental Health and Addictions Conference

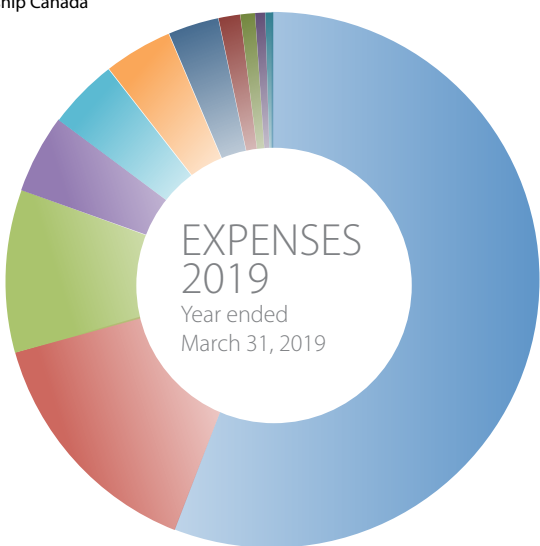
The 2019 Conference was hosted in Toronto Marriott Bloor Yorkville Hotel. Besides the partners in the mental health sector who have been working with Hong Fook to cohost this conference, the Society for the Study of Psychiatry

and Culture from the United States also collaborated with us to put together a conjoint three-day conference. Over 300 participants attended in the three days. Dr. Martin Javier La Roche, Associate Professor of Psychology, in the Department of Psychiatry, Boston Children's Hospital, delivered the keynote speech "Towards a Cultural Psychotherapy of Empowerment" and touched on this year's theme "Engagement, Empowerment, and Equity-from Theory to Practice".

FINANCIAL SNAPSHOT



Central East Local Health Integration Network	55%	City of Toronto	2%	Hospital and Community Partnerships	9%
Ontario Ministry of Health and Long-Term Care	7%	Regional Municipality of York	2%	Rent Supplement Program	8%
Ministry of Children, Community and Social Services	4%	United Way Greater Toronto	8%	Amortization of Deferred Contribution for Capital Assets	0%
Immigration, Refugees and Citizenship Canada	3%	Hong Fook Mental Health Foundation	2%	Donations, Interest and other	1%



Community Mental Health	56%	Integrated Youth Programs (Youth & Family Program)	4%	Investing in Neighbourhoods	1%
Rent Supplement Program	15%	Counselling and Mental Wellness Program for Immigrants and Refugees	4%	Integrative Behavioural Group Therapy	1%
Integrated Community Program (Prevention & Promotion Program)	10%	Journey to Promote Mental Health	3%	Other Program and General	1%
HF Connecting Health Nurse Practitioner-Led Clinic	5%	Amortization	0%		

REVENUES 2019 (Year ended March 31, 2019)

GOVERNMENT GRANTS

Central East Local Health Integration Network	2,928,829
Ontario Ministry of Health and Long-Term Care	388,432
Ministry of Children, Community and Social Services	199,432
Immigration, Refugees and Citizenship Canada	149,467
City of Toronto	94,802
Regional Municipality of York	87,713
Employment and Social Development Canada	18,866

NON-GOVERNMENT GRANTS

United Way Greater Toronto	401,274
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FOUNDATION CONTRIBUTIONS

Hong Fook Mental Health Foundation	81,738
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OTHER REVENUES

Hospital and Community Partnerships	470,201
Rent Supplement Program	400,223
Amortization of Deferred Contribution for Capital Assets	24,903
Donations	20,998
Interest and other	16,299

Total Revenues	5,283,177
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EXPENSES 2019 (Year ended March 31, 2019)

Community Mental Health	2,945,538
Rent Supplement Program	773,925
Integrated Community Program (Prevention and Promotion Program)	516,695
HF Connecting Health Nurse Practitioner-Led Clinic	250,822
Integrated Youth Programs (Youth and Family Program)	225,703
Counselling and Mental Wellness Program for Immigrants and Refugees	219,332
Journey to Promote Mental Health	162,700
Investing in Neighbourhoods	69,512
Integrative Behavioural Group Therapy	46,458
Other Program and General	32,182
Amortization	25,222

Total Expenses	5,268,089
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Excess of Revenues over Expenses	15,088
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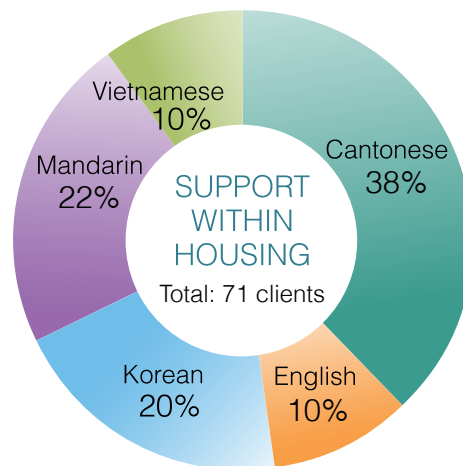
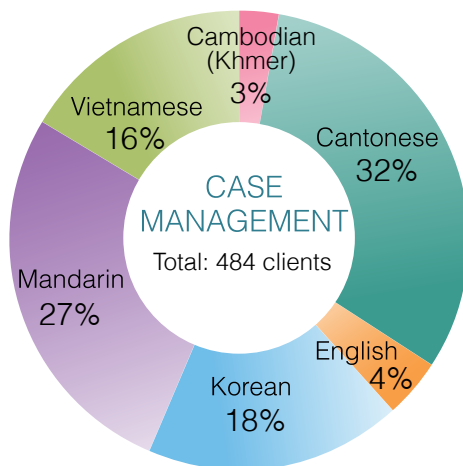
SERVICE STATISTICS

April 2018 - March 2019

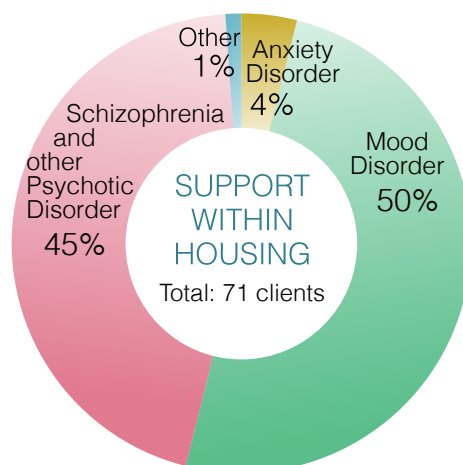
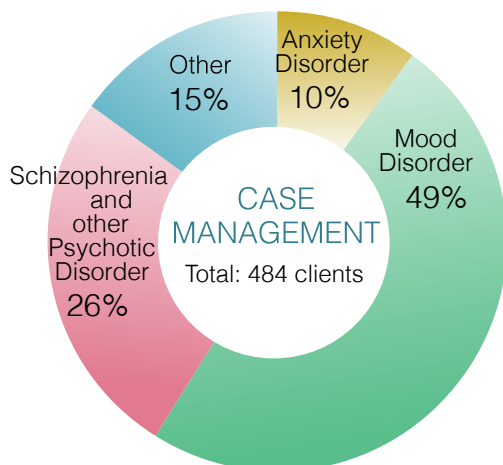
CLINICAL SERVICE

- **2,240** unique clients served, including **1,458** new referrals
- **20,458** client meetings, home visits and phone calls delivered
- **122** psychotherapy sessions delivered with a total attendance of **1,291**
- **31** volunteers (including **8** clients) helping for **302** hours
- **3,929** patient visits in Asian Clinic, including **671** new referrals

Preferred Languages



Primary Diagnosis

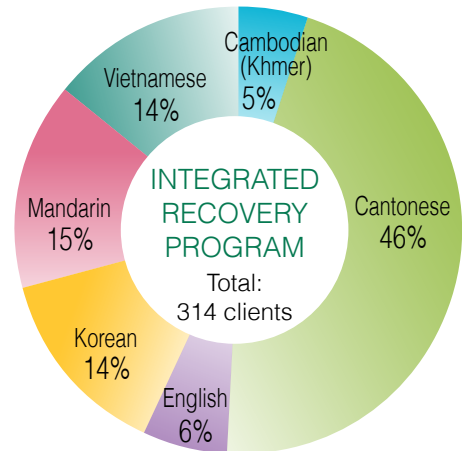


INTEGRATED RECOVERY PROGRAM

(previously Self Help Program)

- **314** unique clients served, including **107** new referrals
- **867** group sessions delivered
- **9,035** attendance days
- **40** Leaders in Training provided with employment opportunities
- **37** volunteers (including **16** clients) helping for **2,200** hours

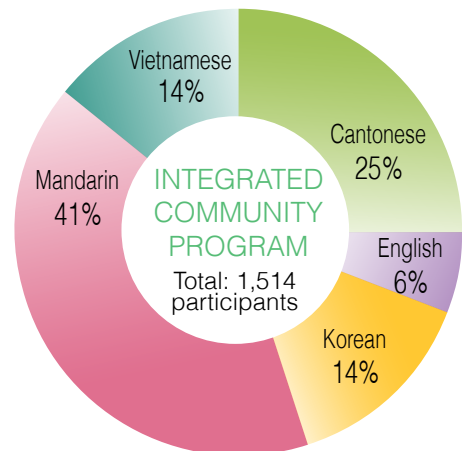
Preferred Languages



INTEGRATED COMMUNITY PROGRAM

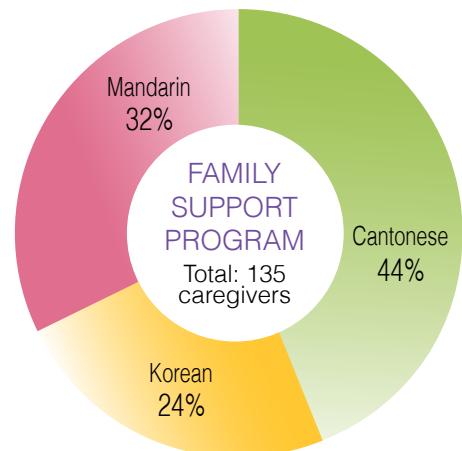
(including Prevention and Promotion Program and Training Program)

- **1,514** unique participants served, including **453** new referrals
- **5,567** contacts reached out in the community
- **388** group sessions delivered
- **3** Community Advisory Committees
- **139** volunteers (including **45** program participants) helping for **3,474.5** hours
- **15** Journey to Promote Mental Health Training sessions delivered to **382** settlement workers



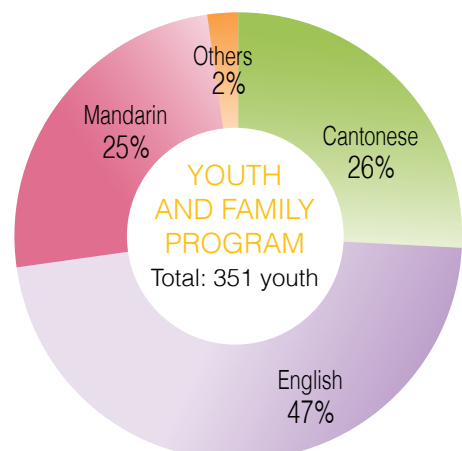
FAMILY SUPPORT PROGRAM

- **135** unique caregivers served, including **45** new referrals
- **93** group sessions delivered
- **948** attendance days
- **3** Family Advisory Committees
- **12** volunteers (including **10** caregivers) helping for **341** hours



YOUTH AND FAMILY PROGRAM

- **351** unique youth served
- **109** unique parents served
- **1,726** contacts reached out
- **225** group sessions delivered
- **1,181** attendance days
- **14** volunteers helping for **265** volunteer hours



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MESSAGE FROM THE FOUNDATION'S CHAIR



Chair: Kam Lo

In 2018-2019 fiscal year, the Foundation raised over \$340,000 through our signature fundraising event Hong Fook Gala, the Toronto Waterfront Marathon Charity Challenge, monthly giving and major gifts. I would like to take this opportunity to thank all the sponsors, donors, patrons and volunteers for their support year after year, and acknowledge the leadership and collaborative efforts of the Foundation Board and Committees.

Other than raising a record amount of funds, the Foundation is also proud that by operationalizing the volunteer work during the year, it becomes sustainable to keep our administrative cost to close to zero and

every dollar that we raised goes directly to fund the Association's programs.

As Hong Fook began to work actively with the local Ontario Health Teams after the passing of Bill 74, the work of the Foundation has also expanded beyond fund raising from the public. We worked closely with the Association in all aspects of resources development, including finding resources from corporate sector, connecting with all three levels of Government to find funding opportunities as well as building synergy within the Hong Fook family, so all our resources, financial and man power will be used most effectively to improve the lives of Asian and other communities.



2018 Hong Fook Gala



Hong Fook runners in the 2018 Toronto Waterfront Charity Challenge

TD Bank Group, Event Sponsor of the Hong Fook Gala for three consecutive years



Cheque presentation from Toronto District School Board, International Education Department

Cheque presentation from Markham, Richmond Hill & Vaughan Chinese Business Association



Cheque presentation from Canada Chinese Computer Association

FUNDRAISING AT HONG FOOK



In the upcoming year, the Foundation will still focus on the three priority areas Hong Fook has been committed to.

Youth and Family Program

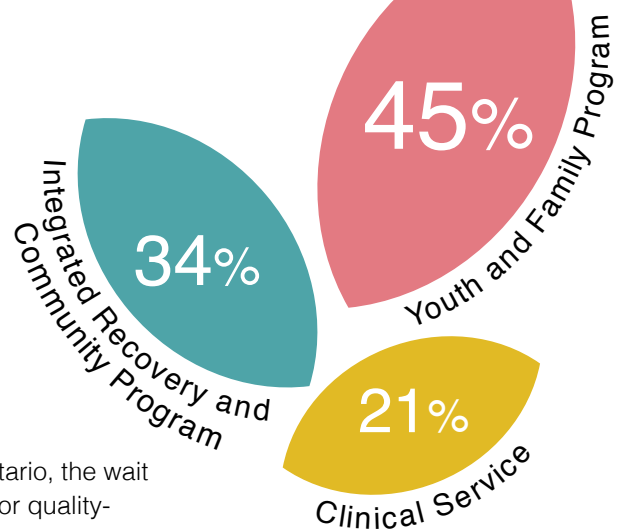
According to the Mental Health Commission of Canada, 39% of Ontario students in Grades 7 to 12 indicated symptoms of anxiety and depression in one month, which means approximately over 8,700 East/Southeast Asian Toronto high school students live with such experience. However, only 300 of those can be engaged through Hong Fook's various youth programs.

To deal with the dilemma between the limited services for youth at transition in the community and the rapidly increasing demand especially for culturally and linguistically youth mental health services, the Youth Program team formulated a resilience-focused Youth and Family Hub model, based on Hong Fook's existing in-demand youth programs with new components and expansions.

In the coming year, besides subsidizing the under-funded existing youth programs, the Foundation will focus on engaging sponsors and donors to secure additional resources to expand the Hub service across Toronto and York Region, and bringing in a capital asset, the Digital Corner, which is a crucial platform to engage youth.

Integrated Recovery and Community Program

A recent study by the Centre for Addiction and Mental Health shows that Asian patients were on average much sicker by the time they got to hospital than other populations in Ontario. Many factors lead to this situation, including the long wait time and the stigma attached to mental illness.



In Ontario, the wait time for quality-based community mental health services is at least 6 months, while it ranges from 9 months to a year or longer for culturally and linguistically competent services. Besides expediting our intake process, Hong Fook launched a culturally competent Recovery College. This recovery-oriented, strength-based model also attends to clients on the waiting list, equipping them with new skills that foster their recovery, as well as enhancing their self-management capacity, sense of connection and identification, leadership competence and employment readiness.

While stigma reduction and community empowerment work through the Prevention and Promotion and the Professional Training Programs remains one of the priorities, our fundraising efforts will extend to support new course developments and employment opportunities to an increasing number of peer support workers and leaders-in-training.

Clinical Service

Culturally sensitive mental health services are critical, particularly at earlier stages. With Hong Fook's current capacity, only 2,240 individuals can be served through the Clinical Service.

To keep the commitment to reducing wait times, hospitalization and ER visits, besides working with over 130 health care and community partners at different levels, Hong Fook needs more financial support to sustain and grow the Clinical Service team's capacity.

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Hong Fook has grown phenomenally because of our generous and committed volunteers, donors and corporate sponsors who dedicate their time, talents and treasures to giving back to the community.

Every year, Hong Fook acknowledges our major donors and sponsors who have contributed more than \$15,000 accumulated over the past five years.

Major Donors and Sponsors (2014-2019)



Hong Fook Champion Donors (Above \$100,000)

Mr. and Mrs. Peter and Helen Young
The New Hope Foundation



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Mr. and Mrs. Frank Chau
TD Bank Group



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The Frank H. Hori Charitable Foundation



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Markham Youth and Family Hub (Dorcas Centre)	2667 Bur Oak Avenue, Markham, Ontario L6B 1H8
HF Connecting Health Nurse Practitioner-Led Clinic	3660 Midland Ave, Suite 201, Scarborough, Ontario M1V 0B8 Clinic Tel: 416-479-7600

Telephone: 416-493-4242 Fax: 416-493-2214 E-mail: info@hongfook.ca www.hongfook.ca
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