



# Take the Mental Health Journey Together



ANNUAL REPORT  
2019-2020

# MESSAGE FROM THE PRESIDENT & THE EXECUTIVE DIRECTOR

President: John Park  
Executive Director: Bonnie Wong

Hong Fook's 2019-2020 annual report contains key facts and the stories that highlight its impact on our clients, families and the Asian communities we serve. Even during this unprecedented time, Hong Fook maintains focused on delivering programs and services geared toward individuals and families. Our work strives to assist youth and young adults to get faster access to treatments and also support individuals and families through programs that help enhance self-care management and recovery. Hong Fook is also well-positioned to leverage emerging mobile and digital technology to make our programs and services to wider audiences in the future which has been made possible through our work with our essential partners that include: Toronto Western Hospital Asian Initiative In Mental Health (AIM), Scarborough Health Team, Ryerson University Faculty of Nursing, University of Toronto Faculty of Social Work, Dorcas Centre, Toronto District School Board and York Region District School Board, the Frank Scarpitti Charitable Foundation, Mon Sheong Foundation, Hong Fook Mental Health Foundation and others.

The COVID-19 pandemic has affected everyone. It also brought challenges to mental health through fear and stigma in our communities, an increase in unemployment, and reduced access to education and support. With the generous support from our donors, supporters, sponsors, volunteers, and funders, Hong Fook has been able to respond effectively to the pandemic while ensuring the health and safety of clients and staff by endorsing the four important pillars: Protection, Engagement, Support and Care.

Hong Fook is also committed to ensuring that our programs and services meet the highest standard of care. To this end, we have been hard at work to

perform a comprehensive review of every aspect of our organization. We wish to thank our clients, volunteers, staff, and the Board for this commitment. We would like to especially thank our board-led accreditation committee for its work in the past year, which includes:

- Providing leadership support for the preparation process for the on-site Accreditation Canada (AC) Primer site survey at Hong Fook.
- Delegating the performance of the gap analysis of the relevant operational practices, policies and procedures based on AC standards and criteria to the Executive Director.
- Making recommendations to the Board for the adoption and approval of all policies and procedures in response to the gap analysis.
- Participating in AC Primer on-site sessions and mock reviews prior to the scheduled AC on-site review.
- Making recommendations to the Board about the timing of the AC Review.
- Receiving the Final Report from AC and report to the Board of Directors findings and recommendations.

Our goal is to transform the client experience through a relentless focus on person-centred care, quality, safety and service. The AC site survey is scheduled for early December 2020.

In closing, we would like to express our heartfelt thanks to our funders, supporters and volunteers for their unfailing support. We also thank our staff, clients and families and our various partners in academic institutions, communities, hospitals and Ontario Health Teams for their commitment to improving the lives of Asian and other communities.

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

## 康福董事會主席及行政總監致辭

主席：朴峻碩　行政總監：黃吳淑芳

康福的2019-2020年度報告內容包括有影響我們所服務的人士及其家人和亞裔社區的主要事實及事例。即使在這個前所未有的艱難時刻，康福仍然能維持專注提供針對個人和家庭的計劃和服務。我們的工作致力於協助青少年更快獲得服務，並透過有助於加強自我關顧管理和康復的計劃，支援個人和家庭。康福還借助新興的移動和數碼科技，在未來向更廣泛的受眾提供活動和服務，這通過與以下重要的夥伴合作得以實現：多倫多西區醫院亞裔人士精神健康計劃、士嘉堡醫療團隊、懷雅遜大學護理學院、多倫多大學社會工作學院、多家匯社區中心、多倫多教育局、約克區教育局、萬錦市市長善慈基金、孟嘗會，以及康福心理健康基金會等等。

新冠病毒大流行影響著每一個人。社區中的恐懼和污名化，失業情況加劇，以及教育和支援渠道的減少，都給我們的心理健康帶來了挑戰。在我們的捐助者、支持者、贊助者、義工和資助者的慷慨支持下，康福能夠通過「保護、參與、支持、關顧」這四個重要支柱來有效應對疫症大流行，並確保服務使用者和員工的健康與安全。

康福承諾確保我們的計劃和服務達到最高的關顧標準。為此，我們努力在各個方面進行全面的檢討。感謝服務使用者、義工、員工和董事會支持康福這個承諾。我們特別感謝由董事會領導的認證委員會在過去一年來所做的工作，當中包括：

- 在加拿大認證局(Accreditation Canada, AC)於康福心理健康協會進行實地審查的準備工作期間提供領導支援。

- 根據加拿大認證局定下的標準和條件，把相關的營運方式、政策和程序的差距分析工作委派給行政總監。

- 對採納和通過所有就應對差距分析而做的政策和程序，向董事會提出建議。

- 在加拿大認證局進行實地審查前，參與加拿大認證入門的現場會議和模擬審議。

- 向董事會建議接受加拿大認證局審核的時間。

- 接收加拿大認證局發出的最後報告，並向董事會報告結果和建議。

我們的目標是通過不懈的努力關注以人為本的關顧、質量、安全和服務，徹底改變服務使用者的體驗。加拿大認證局的實地調查定於2020年12月初進行。

最後，我們要衷心感謝我們的資助者、支持者和義工的堅定支持，同時感謝我們的員工、服務使用者和他們的家人，以及我們在學術機構、社區、醫院和安省醫療團隊的各個合作夥伴，他們致力於改善亞裔和其他社區群體的生活。

## 康福董事会主席及行政总监致辞

主席：朴峻硕　行政总监：黄吴淑芳

康福的2019-2020年度报告内容包括有突出影响我们所服务的人士及其家人和亚裔社区的主要事实及事例。即使在这个前所未有的艰难时刻，康福仍然能维持专注提供针对个人和家庭的计划和服务。我们的工作致力于协助青少年更快获得服务，并通过有助于加强自我关顾管理和康复的计划，支援个人和家庭。康福还借助新兴的移动和数码科技，在未来向更广泛的受众提供计划和服务，这通过与以下重要的伙伴合作得以实现：多伦多西区医院亚裔人士精神健康计划、士嘉堡医疗团队、怀雅逊大学护理学院、多伦多大学社会工作学院、多家汇社区中心、多伦多教育局、约克区教育局、万锦市市长慈善基金、孟尝会，以及康福心理健康基金会等等。

新冠病毒大流行影响着每一个人。社区中的恐惧和污名化，失业情况加剧，以及教育和支援渠道的减少，都给我们的心理健康带来了挑战。在我们的捐助者、支持者、赞助者、志愿者和资助者的慷慨支持下，康福能够通过“保护、参与、支持、关顾”这四个重要支柱来有效应对疫症大流行，并确保服务使用者和员工健康与安全。

康福承诺确保计划和服务达到最高的关顾标准。为此，我们努力在各个方面进行全面的检讨。感谢服务使用者、志愿者、员工和董事会支持康福这个承诺。我们特别感谢由董事会领导的认证委员会在过去一年来所做的工作，当中包括：

- 在加拿大认证局(Accreditation Canada, AC)于康福心理健康协会进行实地审查的准备工作期间提供领导支援。

- 根据加拿大认证局定下的标准和条件，把相关的营运方式、政策和程序的差距分析工作委派给行政总监。

- 对采纳和通过所有就应对差距分析而做的政策和程序，向董事会提出建议。

- 在加拿大认证局进行实地审查前，参与获取加拿大认证的现场会议和模拟审议。

- 向董事会建议接受加拿大认证局审核的时间。

- 接收加拿大认证局发出的最后报告，并向董事会报告结果和建 议。

我们的目标是通过不懈的努力关注以人为本的关顾、质量、安全和服 务，彻底改变服务使用者的体验。加拿大认证局的实地调查定于2020年12月初进行。

最后，我们要衷心感谢我们的资助者、支持者和志愿者的坚定支持，同时感谢我们的员工、服务使用者和他们的家人，以及我们在学术机构、社区、医院和安省医疗团队的各个合作伙伴，共同致力于改善亚裔和其他社区群体的生活。

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

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

Báo cáo thường niên 2019-2020 của Hồng Phúc bao gồm những thông tin và các câu chuyện về sự tác động đến khách hàng của chúng tôi, gia đình của họ, và cộng đồng người châu Á. Kể cả trong khoảng thời gian chưa từng có này, Hồng Phúc giữ vững sự tập trung vào việc đưa ra các chương trình và dịch vụ hướng đến các cá nhân và gia đình. Chúng tôi phấn đấu để hỗ trợ thanh thiếu niên và người trẻ tuổi có được truy cập đến phương pháp điều trị nhanh hơn và hỗ trợ các cá nhân và gia đình qua những chương trình với mục đích tăng cường quản lý và phục hồi trong việc chăm sóc bản thân. Ngoài ra, Hồng Phúc sở hữu vị trí tốt để tận dụng công nghệ di động và kỹ thuật số mới nhất trong các chương trình và dịch vụ với khả năng mở rộng đối tượng tiếp cận trong tương lai, được thực hiện qua sự hợp tác của chúng tôi cùng với những đối tác thiết yếu bao gồm: Bệnh viện Toronto Western AIM, Đội ngũ Y tế Scarborough, Khoa Điều dưỡng Đại học Ryerson, Khoa Công tác Xã hội Đại học Toronto, Trung tâm Dorcas, Hội đồng Trường Toronto và Hội đồng Trường Vùng York, Quý từ thiện Markham Mayor, Quý Mon Sheong, Quý Sức khỏe Tâm thần Hong Fook và những tổ chức khác.

Đại dịch COVID-19 đã ảnh hưởng đến tất cả mọi người. Nó đã mang đến các trở ngại cho sức khỏe tâm lý qua nỗi sợ và sự kỳ thị trong cộng đồng của chúng ta, gia tăng trong thất nghiệp, và giảm sút trong truy cập đến giáo dục và hỗ trợ. Qua sự hỗ trợ hào phóng từ các nhà hảo tâm, nhà tài trợ, và tình nguyện viên, Hồng Phúc đã có thể ứng phó với đại dịch một cách hiệu quả trong lúc đảm bảo sức khỏe và an toàn của khách hàng và nhân viên bằng cách thực hiện bốn tiêu chí quan trọng: Bảo vệ, Tương tác, Hỗ trợ và Quan tâm.

## 협회장과 사무장의 인사말

협회장: 박준석 John Park　사무장: 보니 원 Bonnie Wong

2019-20년 연례보고서에는 서비스 대상인 클라이언트, 가족 및 아시아 공동체에 홍폭이 어떤 좋은 영향을 미쳤는지를 알려주는 주요 사항들과 이야기를 담았습니다. 역사상 전례가 드문 이 어려운 시기에도 홍폭은 개인, 가족을 위한 프로그램과 서비스를 제공하는데 주력하고 있습니다. 자가 관리와 회복력을 높여주는 프로그램으로 청소년, 청년들이 하루 빨리 치유되도록 도와주면서 개인과 가족들의 후원에도 힘쓰고 있습니다. 홍폭은 또한 모바일과 디지털의 첨단기술을 활용하여 앞으로 더많은 사람들이 홍폭의 프로그램과 서비스를 이용할 수 있도록 하였습니다. 이는 토론토웨스턴병원AIM, 스카보로 보건원, 라이어슨대 간호학부, 토론토대 사회복지학부, 도르가 센터, 토론토 교육청, 요크 교육청, 마캄시장 자선재단, 맹상재단, 홍폭정신건강재단 등과 같은 홍폭의 주요 제후단체들의 협력에 있었기에 가능한 일이었습니다.

코비드-19 전염병의 영향을 받지 않는 사람은 아무도 없습니다. 코비드는 정신건강에도 꽤나 힘겨운 사태입니다. 지역사회의 두려움과 편견, 실업 증가, 교육과 지원 감소 등으로 어려움이 큼니다. 기부자, 지지자, 후원자, 자원봉사자, 자금지원자들의 넉넉한 지지와 도움이 있었기에, 홍폭은 보호, 참여, 지원, 관리라는 4가지 핵심 요소를 견지하여 내담자와 직원의 건강과 안전을 보장하면서, 바이러스 사태에 효율적으로 대처할 수 있었습니다.

나아가 홍폭은 최고 수준의 프로그램과 서비스를 제공하고자 심혈을 쏟고 있습니다. 그 일환으로 조직의 모든 부문을 종합적으로 검토하는 노력을 기울여오고 있습니다. 이런 노력들은 모두 홍폭의 내담자, 자원봉사자, 직원 및 이사회 여러분의 덕분입니다. 우리는 특히 지난해 이사회가 주도한 인증위원회의 활약에 감사의 말씀을 전합니다. 위원회는 다음과 같은 활동을 선도했습니다.

- 캐나다인증사무국(AC)의 현장 기본지침서에 따라, 홍폭의 실지검증 준비 과정에서 지도력 발휘

- AC의 표준과 준거에 기반한 운영 관례, 정책, 절차의 차이분석 업무를 사무장에게 위임

- 차이분석과 관련, 모든 정책과 절차의 채택과 승인을 위해 이사회에 권고안 제시

- AC의 실지검증에 앞서 AC지침에 따른 현장제진 진행과 모의검증 실시

- AC의 검증 시점과 관련, 이사회에 권고안 제시

- AC에서 최종 보고서를 접수하고, 검증결과, 권고사항을 이사회에 보고

우리의 목표는 돌봄, 질적 수준, 안전, 서비스 면에서 철저하게 개인에 초점을 맞추어 고객이 새로운 경험을 할 수 있도록 하는 데 있습니다. AC의 실지조사는 2020년 12월 초로 예정되어 있습니다.

끝으로, 자금제공자, 후원자, 자원봉사자의 지속적인 지원에 진심으로 감사를 표합니다. 아울러 아시아계를 비롯한 기타 지역사회of 삶을 개선하기 위해 노력을 아끼지 않는 홍폭의 직원, 고객, 가족, 그리고 학계, 지역사회, 병원, 온타리오보건팀 등, 다양한 협력단체에게도 고마움을 전합니다.

Hồng Phúc cam kết bảo đảm sự chăm sóc trong các chương trình và dịch vụ của chúng tôi đạt tiêu chuẩn cao nhất. Chúng tôi đã làm việc chăm chỉ để đưa ra một đánh giá toàn diện cho mọi khía cạnh của tổ chức này. Chúng tôi xin được gửi lời cảm ơn đến các khách hàng, tình nguyện viên, nhân viên, và hội đồng quản trị cho sự cam kết này. Chúng tôi đặc biệt cảm ơn uỷ ban kiểm định cho công việc năm vừa qua, bao gồm:

- Cung cấp hỗ trợ khả năng lãnh đạo cho quá trình chuẩn bị cho khảo sát địa điểm Accreditation Canada (AC) tại HFMHA.

- Giao việc thực hiện phân tích chênh lệch của các hoạt động, chính sách và quy trình hoạt động liên quan dựa trên các tiêu chuẩn và tiêu chí AC cho Giám đốc Điều hành.

- Đưa ra khuyến nghị cho Hội đồng quản trị về việc thông qua và phê duyệt tất cả các chính sách và thủ tục để đáp ứng với phân tích chênh lệch.

- Tham gia các phiên AC Primer và đánh giá giả trước phiên đánh giá AC tại nơi theo lịch trình.

- Đưa ra khuyến nghị cho Hội đồng quản trị về thời gian của Đánh giá AC.

- Nhận Báo cáo Cuối cùng từ AC và báo cáo kết quả và đề xuất đến Hội đồng quản trị.

Mục tiêu của chúng tôi là biến đổi trải nghiệm của khách hàng bằng sự tập trung không ngừng vào việc chăm sóc bản thân, chất lượng, an toàn và dịch vụ. Khảo sát địa điểm Accreditation Canada được dự kiến vào đầu tháng Mười Hai 2020.

Một lần nữa, chúng tôi muốn thể hiện sự cảm ơn chân thành đến các nhà tài trợ, người ủng hộ và tình nguyện viên cho sự hỗ trợ không ngừng của họ. Cảm ơn các nhân viên, khách hàng và gia đình, và các đối tác tại các tổ chức giáo dục, cộng đồng, bệnh viện và Đội ngũ Y tế Ontario cho sự cam kết cải thiện cuộc sống của người Á Châu và các cộng đồng khác.

# សារលិខិតពីលោកប្រធាននិងនាយកប្រតិបត្តិ

ប្រធាន៖លោកន ព្រាត់ John Park　នាយកប្រតិបត្តិ៖ប៊ុនី វ៉ង Bonnie Wong

សេចក្តីរាយការណ៍ប្រចាំឆ្នាំ2019-2020របស់ហុងហ្វុកមានកម្ពស់ខាងៗនិងរឿងជាច្រើនដែលចង្អុលបង្ហាញ ឱ្យប្រសិទ្ធិភាពរបស់ខ្លួនទៅលើអតិថិជន ក្រុមគ្រួសារ និងសហគមន៍អាស៊ីទាំងឡាយរបស់យើងដែលយើងបានផ្តល់សេវាកម្ម។ យើងនៅក្នុងពេលវេលាដែលមិនធ្លាប់កើតមានឡើងនេះគឺដោយ ហុងហ្វុកបានរក្សាឱ្យវាយាកចិត្ត ទុកដាក់ក្នុងការផ្តល់កម្មវិធីនិងសេវាកម្មផ្សេងៗចំពោះបុគ្គលម្នាក់ៗនិងក្រុមគ្រួសារទាំងឡាយ។ ភាពឥទ្ធិពលសំយើងគឺឡាយជាមួយយុវជន មនុស្សពេញវ័យក្មេងៗអាយុអាចចូលទៅទទួលការណ្តាពាលបានលឿនជាងធម្មតាហើយ គាំទ្របុគ្គលម្នាក់ៗ និងក្រុមគ្រួសារនៅក្នុងកម្មវិធីទាំងឡាយ អោយប្រសើរឡើងឱ្យវាក៏គ្រប់គ្រងនៃការចែករក្សាខ្លួនឯង និងការជាសះស្បើយឡើងវិញ។ ហុងហ្វុកក៏មានការវិវឌ្ឍន៍ខាងនិងការរីកចំរើនទៅរស្មីទ្បងនិងបច្ចេកវិទ្យាអេឡិចត្រូនិកដែលធ្វើអោយកម្មវិធីនិងសេវាកម្មទាំងឡាយរបស់យើងរួចរាល់ទៅកាន់អតិថិជនកាន់តែទូលំទូលាយឡើងៗនៅក្នុងអនាគត កិច្ចការទាំងនេះអាចធ្វើទៅបានដោយសារតែយើងធ្វើការសហការណ៍ជាមួយដៃគូជិសេសៗរួមមាន៖មន្ទីរពេទ្យព្រះវត្តវិស្វើនអោយភីម(AIM) ក្រុមសុខាភិបាលស្កាប្រូ មហាវិទ្យាល័យវិឃីសិនផ្នែកគណនេយ្យប្រយោគ មហាវិទ្យាល័យព្រះវត្តវិស្វើនកិច្ចការសង្គមកិច្ច មជ្ឈមណ្ឌលជូនាស ក្រុមគណៈកម្មាធិការសាលានៃតំបន់ឡាន់ និងក្រុមគណៈកម្មាធិការសាលានៃតំបន់ណសយ៉ក មូលនិធិសង្គ្រោះនៃចៅហ្វាយក្រុងថាខាំ មូលនិធិមិនបណ្តឹង មូលនិធិសុខភាពសិរីអារម្មណ៍ហុងហ្វុក និងផ្សេងៗទៀត។ ការរីករាលដាលនៃជំងឺឡូត៍-១ ឥថៈពាល់ដល់មនុស្សគ្រប់គ្នា។ វាក៏នាំអោយមានការលំបាកដល់សុខភាពសិរីអារម្មណ៍តាមរយៈការវិវាយខ្លាច និងស្លាកស្នាមមួយសំ នៅក្នុងសហគមន៍ទាំងឡាយ ភាពកើនឡើងនៃភាពអត់ការងារធ្វើ និងការកាន់បន្ថយក្នុងការទទួលការអប់រំ និងការគាំទ្រ។ ដោយមានការបន្តរដ្ឋដោយសប្បុរសធម៌ពីអ្នកបន្តរដ្ឋ អ្នកគាំទ្រ អ្នកធានា អ្នកស្ម័គ្រចិត្ត និងមូលនិធិទាំងឡាយរបស់យើង ហុងហ្វុកអាចធ្វើយតបយ៉ាងមានប្រសិទ្ធិភាពទៅនឹងជំងឺដែលរាលដាលពេញពិភពលោកនេះ ធ្វើអោយអតិថិជននិងបុគ្គលិកទាំងឡាយមានឱ្យសុខភាព និងសុវត្ថិភាព ដោយមានការគាំទ្រពីគោលការណ៍សំខាន់ៗទាំងឡាយបួនគឺ៖ ការការពារ ទំនាក់ទំនងការគាំទ្រ និងការចែករក្សា។

ហុងហ្វុកក៏មានការប្តេជ្ញាចិត្តដើម្បីធ្វើអោយកម្មវិធីនិងសេវាកម្មទាំងឡាយរបស់យើងទទួលបានឱ្យស្តង់ដារខ្ពស់បំផុតនៃការចែករក្សា។ រហូតមកដល់ចុងឆ្នាំនេះ យើងបាននិគមន៍ប្រឹងប្រែងធ្វើការយ៉ាងស្វិតស្វាញដើម្បីពិនិត្យដោយចំតែចង់ឡើងវិញឱ្យទៅគ្រប់ផ្នែកនៃអង្គការរបស់យើង។ យើងខ្ញុំសូមថ្លែងអំណរគុណដល់អតិថិជន អ្នកគាំទ្រ អ្នកស្ម័គ្រចិត្ត បុគ្គលិក និងគណៈកម្មការទាំងឡាយសំរាប់ការនិគមន៍ប្រឹងប្រែងនេះ។ យើងខ្ញុំសូមថ្លែងអំណរគុណពាធិជិសេស ដល់គណៈកម្មការក្រុមអ្នកនឹកនាំដែលត្រូវបានតែងតាំងជាថ្នូរការចំពោះការធ្វើកិច្ចការទាំងឡាយក្នុងឆ្នាំកន្លងមក រួមមាន៖

- ផ្តល់ឱ្យវាការគាំទ្រនៃភាពជាអ្នកនឹកនាំសំរាប់ដំណើរការនៃការរៀបចំសំរាប់អង្គការវិវិធីរួមសុខភាពនីមានគុណភាពខ្ពស់(អេស៊ី) ដែលមានមូលដ្ឋាននៃការស្ទង់មតិទៅអង្គការសុខភាពសិរីអារម្មណ៍ហុងហុងហ្វុក (HFMHA)។
- ប្រគល់ឱ្យវាកាព្យកិច្ចនៃការវិភាគចន្លោះប្រហោងនៃការអនុវត្តន៍ដែលទាក់ទងគ្នា គោលនយោបាយ និងដំណើរការទាំងឡាយយោងទៅតាមស្តង់ដានៃអង្គការអេស៊ីនិងលទ្ធផលៈវិធីន្តីយទៅអោយនាយកប្រតិបត្តិ។
- ផ្តល់អនុសាសន៍ទៅអោយក្រុមអ្នកនឹងនាំសំរាប់ទទួលយកនិងយល់ព្រមនៃគោលនយោបាយនិងដំណើរការទាំងអស់ឆ្លើយតបទៅនឹងភាពចន្លោះប្រហោងការវិភាគ។
- ចូលរួមកជាមួយអេស៊ីបឋមនៅនឹងកន្លែងនៃវត្តទាំងឡាយ និងសាកល្បងពិនិត្យឡើងវិញមុនពេលកំណត់នៃការពិនិត្យនៅកន្លែងនៃអេស៊ី។
- ផ្តល់អនុសាសន៍ទៅក្រុមអ្នកនឹកនាំអំពីពេលវេលានៃការពិនិត្យឡើងវិញនៃអេស៊ី។
- ទទួលខុសត្រូវយាការណ៍ចុងក្រោយពីអេស៊ី និងរាយការណ៍ទៅក្រុមអ្នកនឹងនាំទាំងឡាយឱ្យវាការអើយ្យ និងអនុសាសន៍ទាំងឡាយ។

គោលដៅរបស់យើងគឺបង្កើនបទពិសោធន៍របស់អតិថិជនតាមរយៈកាយយកចិត្តទុកដាក់មិនយល់យឺតទៅលើការចែករក្សាចំពោះមនុស្សជាគោល គុណភាព សុវត្ថិភាព និងសេវាកម្ម។ ការស្ទង់មតិនៅនឹងកន្លែងរបស់អេស៊ីគឺកំណត់ពេលធ្វើសំរាប់ដើមនៃឆ្នាំ ឆ្នាំ២០២០។

ទីបញ្ចប់នេះ យើងខ្ញុំសូមសំដែងឱ្យសេចក្តីអំណរអគុណយ៉ាងជ្រាលជ្រៅទៅនបន្តរដ្ឋ អ្នកគាំទ្រ និងអ្នកស្ម័គ្រចិត្តទាំងឡាយរបស់យើងសំរាប់ការគាំទ្រជាប់មិនជាប់របស់ពួកគេ។យើងខ្ញុំក៏សូមអគុណចងដែរចំពោះបុគ្គលិកម្នាក់ៗ អតិថិជន និងក្រុមគ្រួសារទាំងឡាយ និងដៃគូទាំងអស់ផ្សេងៗរបស់យើងនៅក្នុងវិទ្យាស្ថានសិក្សាសហគមន៍ មន្ទីរពេទ្យ និងក្រុមសុខាភិបាលនៃរដ្ឋអនុវត្តន៍ទាំងឡាយសំរាប់ការនិគមន៍ប្រឹងប្រែងដើម្បីធ្វើអោយប្រសើរឡើងឱ្យវិវត្តនៃអាស៊ី និងសហគមន៍ដទៃជាច្រើនទៀត។



## PROGRAMS AND SERVICES

### Building Up Peer Support Component

There were significant developments in the Integrated Recovery and Community (IRC) Program after the initiation of Innovweave Project a year ago. The Culturally Competent Recovery College was launched in the beginning of 2019 with a number of new initiatives and programs offered to clients/peers. For community members, a number of Wellness Courses and Health Seminars were introduced in order to enhance their knowledge on health and mental health management. In addition to the Wellness Recovery Action Plan (WRAP) program for the Cantonese community, we began to have peer support groups in Cantonese and Korean communities led by our Peer Support Workers. Over 30 peers were introduced to recovery principles, including the CHIME (Connection, Hope and Optimism, Identity, Meaning, and Empowerment) framework of the Recovery College, through the first Recovery 101 course. This course included sharing of lived experience, group activities, and self-reflection through art-based activities. The feedback from peers was positive for both the courses and peer support groups. Individuals valued the chance to participate in activities, share their stories and learn together, and provided mutual support to each other.

One important aspect that contributed to the success of the recovery course was the involvement of peers in the design, delivery and evaluation of the course. Peers were invited to offer feedback with each iteration of the course and their suggestions were incorporated into the course when possible. This was a stepping stone that gave peers the opportunity to move up the ladder of engagement, as described in the Peer Positive Toolbook, and helped prepare peers for more direct program development in later months. As well, this course was the first time to involve Hong Fook staff

and peers taking part in the same program, helping to promote recovery concepts across the organization. The conversations in the group were meaningful and reflected some of the challenges that people are struggling with or have overcome.

One strategic and important partnership was developed during the year. To support the growth of the Peer Support Program, we partnered with Hope + Me - Mood Disorders Association of Ontario (MDAO) to provide peer support training to peers in the Cantonese community. The training was offered to five peers, two of which were family members, in January and provided peers with the knowledge, values, principles, and foundational skills required to facilitate and lead peer support groups. Participants shared that the training gave them confidence and soon after the training four peers volunteered to design and deliver a new Recovery College course, Pathways to Recovery. Future plans include expanding the peer support groups, training, and recovery courses to other cultural communities at Hong Fook.

*From a peer who participated in Recovery 101 course*

**"This course was good because we can develop our own concept of recovery and that there were different realities of recovery. The CHIME framework of recovery was also helpful."**

**"When I come to the group I feel much more open minded. I'm more willing to share about my business. Usually, I feel fear to talk about my experiences. After coming to the group and having many conversations it becomes easier to talk. I'm really happy about this. I'm feeling better."**

*From a peer who participated in Cantonese Peer Support Group*



*Works completed by peers and staff who attended the first Recovery 101 course*



*Participants who completed the Peer Support Training at Hope+Me-MDAO*

### Celebrating The Journey to Promote Mental Health

"A journey of a thousand miles begins with a single step." Since 2008, the Journey to Promote Mental Health Training Program has surpassed its humble beginnings and its original aim to strengthen the settlement and community service sector's capacity (in both English and French) to work with newcomers, immigrants and refugees struggling with mental health issues. Through 107 face-to-face training sessions, 14 online webinars and three published handbooks, over 3,420 settlement workers from 395 agencies across 20 Ontario municipalities have increased their understanding and knowledge of mental health and illness, the connection between the settlement process and mental health, cultural competency in service delivery, mental health as a resource for daily living, and the process of making appropriate referrals and offering short-term supports.

In October 2019, the Training Team hosted its 10th anniversary celebration. More than 80 staff from 32 agencies, including the representatives from the funder Immigration, Refugees and Citizenship Canada, attended the event. The important milestones, accomplishments and the future plan were shared. The testimonies from three service providers, WoodGreen Community Services, Job Skills, and Collège Boréal, were definitely a highlight of the event.

Thunder Bay

Sault Ste. Marie

Greater Sudbury

Ottawa

**An Ontario map showing the cities where the Training was delivered in the past 10 years**

Peterborough  
Richmond Hill  
Vaughan  
Brampton  
Waterloo  
Kitchener  
Guelph  
Burlington  
London  
Windsor  
Markham  
Mississauga  
Toronto  
St. Catharines  
Pickering  
Kingston

## Adopting Strengths Model

To consolidate the recovery-oriented approach in our delivery of Case Management service, a two-day training on the Strengths Model was conducted at Hong Fook in November 2018 by Ally Mabry and Bryan Knowles from the University of Kansas, USA. As a follow up and next step of the training, a pilot project was started in February 2019, where two small groups of Mental Health Workers participated on a voluntary basis.

In this pilot project, group supervision facilitated by two Team Leads was held regularly in which workers took turns to present strengths assessment on clients using Case Management service, and received ideas and suggestions from the group on how to support clients to achieve their

goals/aspirations using strengths identified in different aspects of clients' lives. We are also blessed to have our Peer Coach Moshe Sakal and Peer Support Workers Hearan Jin and Jason Wong from the Integrated Recovery Program to join the group supervision at different times to enrich the discussion and learning via their unique lens and perspective on recovery.

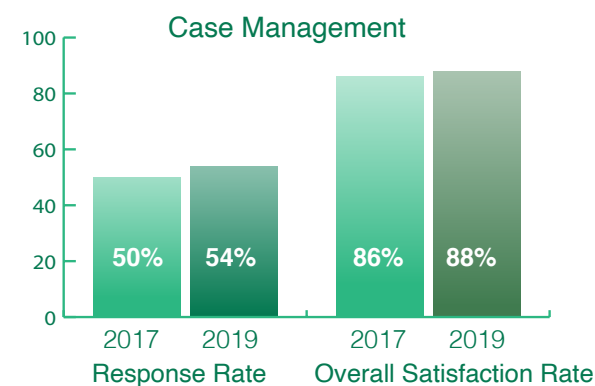
Starting in 2020, the Strengths Model group supervision was extended to the full Case Management team. Despite the impact of COVID-19 and changes in service modality (using virtual and phone contacts primarily at present), we will continue our learning through the Strengths Model group supervision which is not only encouraging to witness and participate in clients' recovery journey, but also a humbling experience and reflective practice for the team.



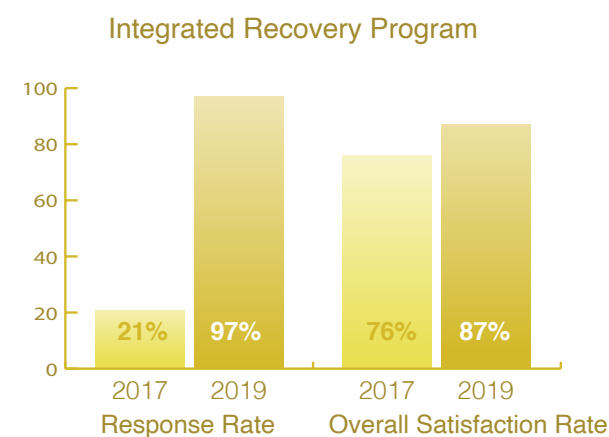
## Championing Quality of Care

Hong Fook continues using the Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA), a tool endorsed by Accreditation Canada and the Canadian Centre for Accreditation, to assess service users' perception of care and service satisfaction.

The Case Management team conducted the OPOC-MHA survey in the summer of 2019, with a response rate of 54%. The result of the three questions on the overall experiences was 88%.



The Integrated Recovery Program completed the OPOC-MHA survey in February 2020, which was the first OPOC-MHA survey after the program revamp in 2017. We achieved an unprecedented response rate of 97% and obtained 87% for the overall quality of the program, not only matching the provincial average, but also reflecting a significant improvement of 11% when compared with 2017.



## Piloting Youth Walk-In Counselling

Thanks to the funding from the Regional Municipality of York, Hong Fook piloted the Walk-In and Short-Term Counselling Services for young people aged 12 to 25 in February 2020. The Walk-In Counselling is a free single-session service housed at the Hong Fook's Youth and Family Hub in Markham. We offer brief solution-focused therapy to youth who are faced with developmental and social challenges at home and/or at school, with the

focus of developing social skills to cope with emotional and reactional distress. Services are offered in English, Cantonese and Mandarin. The Walk-In Counselling Service becomes an important support to youth with the city lockdown in March. The challenges become more complex with the impact of a global pandemic, the anxiety related to COVID-19 such as xenophobia, and social disconnection.

## The Virtual Transition during COVID-19

A 13-year-old youth, moved to York Region two years ago, adjusted extremely well to the move in the beginning. He made friends at school, enjoyed class with his new teachers, and participated in extracurriculars in the community. This young person began feeling overwhelmingly anxious at the start of the COVID-19 virtual transition in March 2020, particularly due to a loss of routine. This young person began to experience symptoms of anxiety and depersonalization: trouble sleeping, change in appetite, panic attacks, intrusive thoughts of the worst scenario for him and his family if contracting COVID-19. He questioned if this reality was a dream, and felt increasingly anxious over having to "quarantine forever" and not be able to see his friends again. His feelings of being physically detached from his body and his surroundings brought him extreme distress, to the point his family went with him to hospital ER three times in one month.

When SickKids Hospital Emergency referred him and his family to our Walk-In Counselling Service, we ranged the focus of sessions from behavioral interventions to cognitive and mindfulness-based strategies. We worked on managing his anxious thoughts towards COVID-19 and the irrational thought of "never able to return to school to see my friends again." We practiced in sessions together relaxation techniques, such as 4-7-8 breathing and progressive muscle relaxation, as well as mindfulness grounding techniques to address his panic attacks. We involved his parents, who spoke little English, in session for psychoeducation on practicing these strategies with him at home, as well as maintaining a structured schedule of diverse activities to regain a routine while staying in the home.

We also provided system navigation support to his parents to have him connected and waitlisted for a child and adolescent psychiatrist, while receiving services at Hong Fook.

He came back to the Virtual Walk-In once every three weeks or so. In three months through video counselling, this client now names his anxiety level to be averaging 2 or 3 out of 10 (10 most anxious), when he first began feeling 8 or 9 out of 10 anxious towards COVID-19 the virus, and the irrational fear of having to "quarantine forever."



In March 2020, the fast evolving COVID-19 pandemic has caught all of us off guard. Like other service providers, Hong Fook struggled with the shortage of Personal Protective Equipment (PPE) supplies, and lack of capacity to quickly shift all services and programs to the virtual care. Multiple health and socio-economic challenges were also faced by our clients.

In a short-time frame, Hong Fook developed and implemented a COVID-19 response action plan with four pillars:

## Protection

- Set up a command table led by the Executive Director and senior management team
- Launched Emergency Relief Fund Campaign
- Introduced virtual care policy
- Arranged all staff work from home to meet the social distancing requirement
- Equipped all staff to deliver virtual care and delivered trainings based on the internal digital platform training needs assessment
- Adopted screening procedures to protect staff and clients
- Offered online training and refreshed Infection Prevention and Control (IPAC) policies and pandemic plan
- Ensured adequate PPE supplies, hand sanitizers and wipes at workplace
- Installed Plexiglas at reception area and set up signs for physical distancing at front lobby
- Increased cleaning frequency for all offices and provided office desk cleaning guidelines

## Support

- Participated in the Pandemic Rapid-response Optimization To Enhance Community-Resilience and Health (PROTECH) project as a community collaborator
- Offered HR Downloads trainings to all staff to get familiar with agency policies and to be better equipped in response to COVID-19
- Reminded staff of accessing Employee Assistance Program (EAP) support if needed
- Attended to individual staff needs and offered HR assistance and work accommodation when required

## Engagement

- Issued ongoing memos to all staff, messages to the community, and notices to external stakeholders
- Posted Door Closure Notice Signs at all offices
- Posted information on COVID-19 common symptoms and signs, hand hygiene, physical distancing in multiple languages
- Updated agency website with COVID-19 response notice
- Shared daily government situation reports with all staff, board members and Asian Clinic
- Sent out regular agency updates to all staff, board members, partners and stakeholders
- Attended regional, local service partners and network meetings to obtain up to date community resources information; better prepared for re-opening and for the 2nd wave
- Developed weekly update from the Clinical Team
- Increased the frequency of management meetings (almost weekly via zoom)
- Held all staff meetings to keep staff informed of the stages of the re-opening plans
- Conducted staff survey to prepare for re-opening
- Organized client survey and town hall meetings to understand their service experience via virtual care and how to prepare for re-opening, new normal and the 2nd wave

## Care

- Adopted policy that if staff does not comply with the social distancing policy, he/she will be sent home without pay
- Adopted policy that if clients or visitors do not comply with the social distancing policy and mask policy, they will be sent home or will be suspended
- Prepare for the re-opening of the offices and to develop the gradual return plan with three stages, to protect and support, to restart, and to recover
- Continue virtually, standardized assessment based on client capacity and task complexity
- Continue improving the quality and the access to virtual care
- Continue working on solutions to improve technical adaptations

Your support means a whole world to us during this unprecedented moment. This list continues to grow as we are writing this.



"We Appreciate and Care" fundraising project for 10,000 masks and 500 disposable gowns

Chinese Cultural Centre of Greater Toronto for 1,000 surgical masks



MP Jean Yip for mobilizing mask donations

Toronto Public Health for family hygiene kits

Global Medic for family hygiene kits



CAA for delivering the care packages to our clients

Master Lee and his volunteer group for 300 cloth masks



The Government of Canada and United Way Greater Toronto for COVID-19 Emergency Community Support Fund to enhance counselling capacity and address food insecurity

City of Toronto Mental Health Support Strategy Funding to enhance intake capacity

Scotiabank for grocery cards valued \$2,000 in total



Rogers Communications for 20 cell phones and phone plans

Thai Bao Community Fund for face shields and hand sanitizers



Carmen Chan and Scrub Caps Angels Team for 200 scrub caps

Hong Fook volunteers for 500 and growing cloth masks

Amy Law and the sewing angels for 1,000 cloth masks



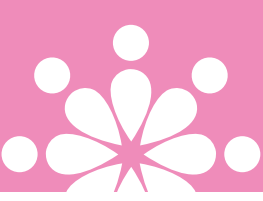
An anonymous Vietnamese Priest for grocery cards valued \$1,200 in total

Kathy Wong for presto cards setup fee for 30 clients

Bell Canada together with Central East LHIN to ensure clients' access to virtual care

All the donors who contributed to our online Emergency Relief Fund Campaign





Final Stages towards Accreditation Canada On-Site Survey

The process of accreditation is an ongoing organizational journey that strengthens quality improvement efforts already underway and is an opportunity for Hong Fook and Accreditation Canada to work together to establish supports, structures, and processes necessary for accreditation.

During the last 12 months, our staff, consultants, and volunteers have been working hard towards accreditation activities identified as areas for improvement following a comprehensive needs assessment and gap analysis. Some of the activities include:

- increased awareness of accreditation standards, compliance and impact on quality, risk management and safety;
- efficiency review to improve processes, clear plan and direction of meeting gaps including roles and responsibilities;
- increased knowledge and resources dedicated to Infection Prevention & Control;
- Ethics Framework adopted to apply to ethical dilemmas and education;
- use of a new Home & Safety Risk Assessment and Environmental Scan to identify client risks on admission, change in status or post incident investigation.

The “Accreditation Canada peer review on-site survey” is scheduled for December 6th – 9th, 2020. We are all looking forward to this experience and increasing our knowledge and capacity of continuous quality improvement to better serve the ongoing mental health population and community needs.



Countdown to Downtown Office Relocation

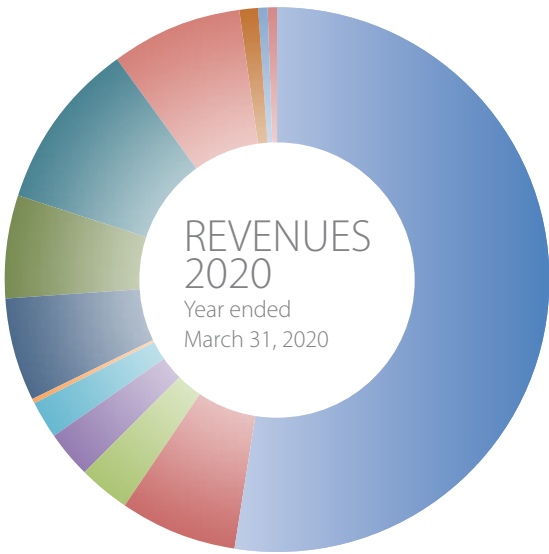
Hong Fook will continue to provide a variety of mental health services and programs, as well as the operation of Asian Psychiatric Community Clinic (Asian Clinic), as a joint tenant with the Mount Sinai Hospital Multicultural Assertive Community Treatment Team at the Kwong Centre of Mental Health and Wellness, located at 407 Huron Street, 3rd Floor, Toronto.

Located in prime area near Bloor Street and St. George Street, a heritage building with brand new extension to the back of the property, the new home of Hong Fook’s Downtown Office will provide a fully accessible, healthy and safe environment for our staff, clients, students, volunteers and visitors. Working closely with a professional architect and the renovation contracting team, we anticipate a professional, open, flexible and collaborative workplace, as well as functional and barrier-free program area completed with multiple activity and meeting rooms and the Asian Clinic.

Construction work on the new Downtown Office is close to completion and interior renovation will soon be starting. We hope to see you all at our new Downtown Office by the Spring of 2021.



Front and back views of the Kwong Centre of Mental Health and Wellness under renovation



Central East Local Health Integration Network	54%	Employment and Social Development Canada	0%	Rent Supplement Program	8%
Ontario Ministry of Health	7%	United Way Greater Toronto	6%	Interest and Other	1%
Regional Municipality of York	3%	Hong Fook Mental Health Foundation	6%	Amortization of Deferred Contribution for Capital Assets	0%
Immigration, Refugees and Citizenship Canada	3%	Hospital and Community Partnerships	10%	Donations	0%
City of Toronto	2%				

REVENUES 2020 (Year ended March 31, 2020)

<b>GOVERNMENT GRANTS</b>	
Central East Local Health Integration Network	2,920,595
Ontario Ministry of Health	372,939
Regional Municipality of York	162,924
Immigration, Refugees and Citizenship Canada	145,000
City of Toronto	82,815
Employment and Social Development Canada	18,111

<b>NON-GOVERNMENT GRANTS</b>	
United Way Greater Toronto	340,561

<b>FOUNDATION CONTRIBUTIONS</b>	
Hong Fook Mental Health Foundation	330,052

<b>OTHER REVENUES</b>	
Hospital and Community Partnerships	534,386
Rent Supplement Program	405,722
Interest and other	56,735
Amortization of Deferred Contribution for Capital Assets	25,045
Donations	14,461
<b>Total Revenues</b>	<b>5,409,346</b>



Community Mental Health	56%	Integrated Youth Programs	6%	Integrative Behavioural Group Therapy	1%
Rent Supplement Program	14%	HF Connecting Health Nurse Practitioner-Led Clinic	5%	Investing in Neighbourhoods	1%
Integrated Community Program	12%	Journey to Promote Mental Health	3%	Other Program and General	1%
				Amortization	0%

EXPENSES 2020 (Year ended March 31, 2020)

Community Mental Health	3,013,937
Rent Supplement Program	778,846
Integrated Community Program	640,295
Integrated Youth Programs	350,405
HF Connecting Health Nurse Practitioner-Led Clinic	259,642
Journey to Promote Mental Health	166,242
Integrative Behavioural Group Therapy	78,708
Investing In Neighbourhoods	57,710
Other Program and General	38,740
Amortization	25,205
<b>Total Expenses</b>	<b>5,409,730</b>

<b>Deficiency of Revenues over Expenses</b>	<b>-384</b>
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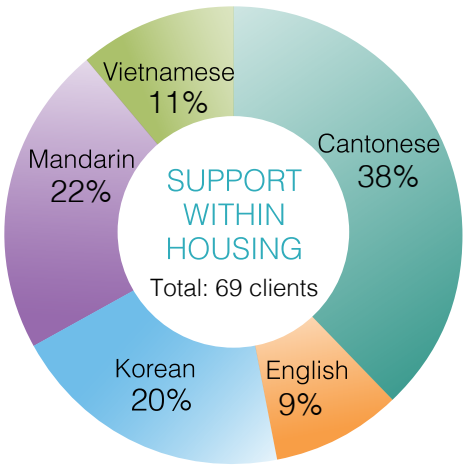
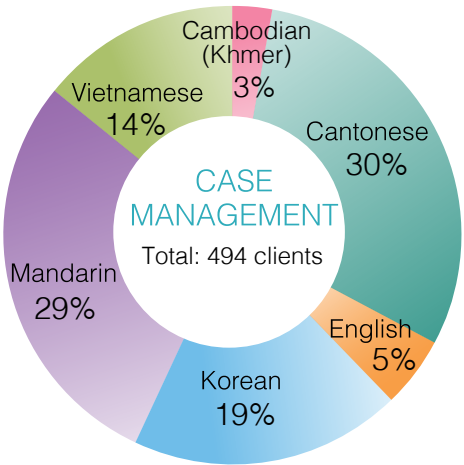
# SERVICE STATISTICS

April 2019 – March 2020

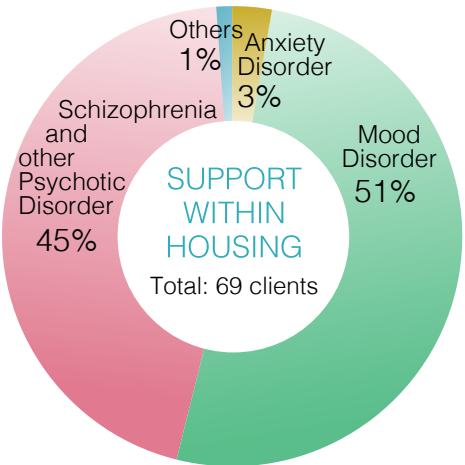
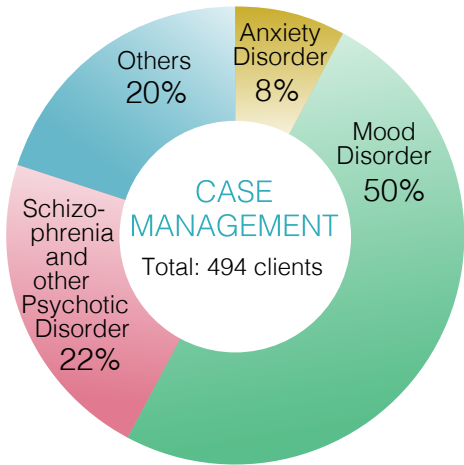
## CLINICAL SERVICE

- **2,258** unique clients served, including **1,326** new referrals
- **19,996** client meetings, home visits and phone calls delivered
- **116** psychotherapy sessions delivered with a total attendance of **1,126**
- **14** volunteers (including **3** clients) helping for **100** hours
- **4,192** patient visits in Asian Clinic, including **635** new referrals

Preferred Languages



Primary Diagnosis



## INTEGRATED RECOVERY PROGRAM

- **339** unique clients served, including **137** new referrals
- **847** group sessions delivered
- **8,408** attendance days
- **42** Leaders in Training provided with employment opportunities
- **28** volunteers (including **12** clients) helped for **1,739** hours

## INTEGRATED COMMUNITY PROGRAM

- **1,195** unique participants served, including **426** new referrals
- **5,419** contacts reached out in the community
- **310** group sessions delivered
- **3** Community Advisory Committees
- **128** volunteers (including **25** program participants) helping for **1,749** hours
- **15** Journey to Promote Mental Health Training sessions delivered to **376** settlement workers

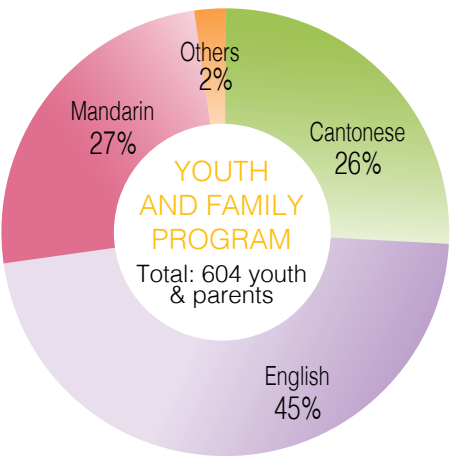
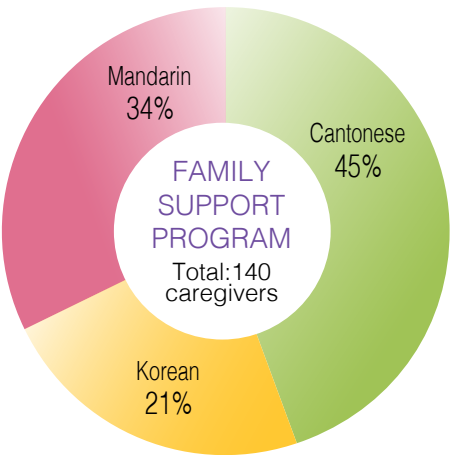
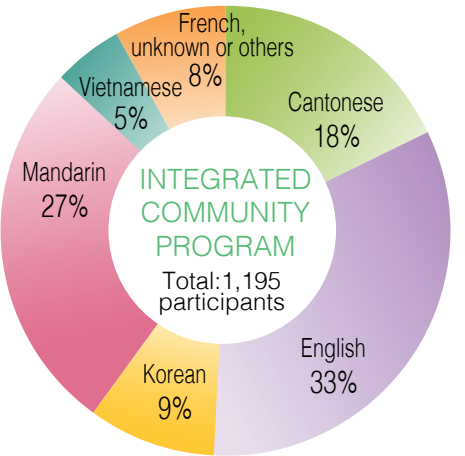
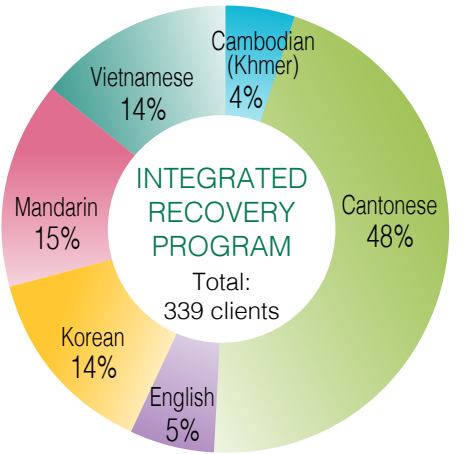
## FAMILY SUPPORT PROGRAM

- **140** unique caregivers served, including **47** new referrals
- **102** group sessions delivered
- **973** attendance days
- **3** Family Advisory Committees
- **11** volunteers (including **6** caregivers) helping for **132** hours

## YOUTH AND FAMILY PROGRAM

- **416** unique youth served
- **188** unique parents served
- **2,083** contacts reached out
- **247** group sessions delivered
- **1,714** attendance days
- **27** volunteers helping for **462** volunteer hours

Preferred Languages





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Bonnie Cheng

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(maternity leave from  
September 2019)  
Ruiping Chen  
(starting from September  
2019)

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Ted Lo  
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Thomas Tam  
Tue Thai Hoang  
Wendy Lee  
Yun Back Kim  
Yvonne Lo

# MESSAGE FROM THE FOUNDATION'S CHAIR



Chair: Kam Lo

During the year, the Foundation managed to raise over \$337,000 through our Hong Fook Gala, Toronto Waterfront Marathon and other support from our communities. We are deeply grateful for not only the financial support all the sponsors and donors have given us but also the encouraging words you shared with us at our events. Funds were used to support the Association's underfunded programs and to achieve Accreditation so that quality and safe care can be provided to our clients within a continuous quality improvement and culturally competent framework. While the Association is working with the Scarborough Health Network towards becoming part of local Ontario Health Team, the Foundation is also preparing to have the financial resources ready to join the Bridletowne Neighbourhood Centre (BNC) which is scheduled to be completed in 2023.

Towards the end of 2019 fiscal year, the global pandemic of COVID-19 hit Canada. The Foundation

made the decision to cancel our annual signature fundraising Hong Fook Gala in June 2020. As the pandemic lingers on, our regular fundraising efforts and ability will be negatively impacted. At the same time, the demand for funds has skyrocketed due to increasing demand for mental health services caused by physical distancing, financial crisis and uncertain times. Challenge for the Foundation board in the upcoming year is to find new ways to fundraise in the increasingly competitive philanthropic arena. However, with a highly creative board, a group of motivated volunteers working with a team of compassionate Association staff all dedicated to promote mental wellness and help clients with mental illness, we will overcome any obstacles.

As Canadian Mental Health Association has warned of the "Echo Pandemic of mental illness" post COVID-19, please continue to support Hong Fook as we navigate into this uncharted territory.

*Louie Castro, the featured performer, sharing his personal experience recovering from depression at 2019 Hong Fook Gala*



*Donation from Toronto Police Service – East Asian Internal Support Network*



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



*JD Development Group committing to supporting Hong Fook for five consecutive years*

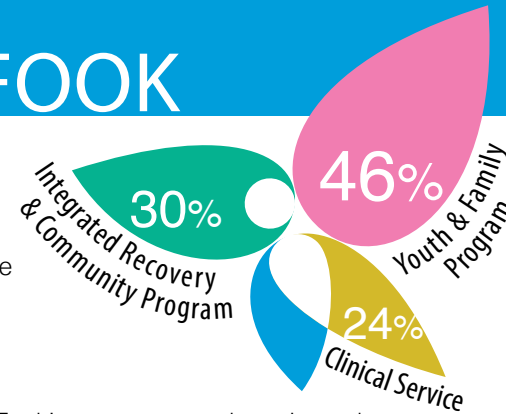


*Hong Fook runners in the 2019 Toronto Waterfront Charity Challenge*

# FUNDRAISING AT HONG FOOK



In the past year, the Foundation has been focusing on supporting and expanding the three program streams demonstrated to the right. Since COVID-19, your support becomes more crucial than ever to help us navigate the uncertainty.



## Youth and Family Program

Children's Mental Health Ontario (CMHO) released an alarming report in January 2020 – the wait times for children and youth mental health services have more than doubled in two years. Hong Fook's Walk-In and Short-Term Counselling Services for youth and families were timely set up in early 2020. The service demand has been overwhelmingly high, with referrals from hospitals, school boards, community organizations, and clients themselves.

Since COVID-19, more than half (59%) of parents in Ontario noted behavioral changes in their child ranging from outbursts or extreme irritability to drastic changes in mood, behavior or personality, according to CMHO. The Walk-In Counselling, delivered virtually now, becomes an essential support to youth suffering from self-isolation and physically distancing.

**In response to the increasing number of cases due to pandemic lockdown and back-to-school challenges, your donation will support us to better integrate Short-Term Counselling for Youth and further develop youth-led and peer support initiatives.**

## Integrated Recovery and Community Program

In 2019, Hong Fook's Culturally Competent Recovery College was successfully launched and delivered to three cultural (Cantonese, Mandarin and Korean) communities through both the recovery trainings and the wellness seminars. The Peer Support Program, running hand in hand with the Recovery College, equips peers through ongoing peer support groups and skills training. It empowers peers to better involve in the co-design, co-delivery, and co-evaluating of the courses, which contributes to the success of the Recovery College.

Among all Hong Fook's programs and services, the Integrated Recovery and Community Program delivers the highest number of group activities and engages the largest amount of contacts ranging from clients, volunteers, community members to service providers. Since COVID-19, the team has faced various challenges delivering online programming, including the shortage of virtual care equipment, reduced access by clients due to lack of devices, low digital literacy, or even their resistance to participate via digital platforms because of stigma.

**To help our clients adapt to the new normal, your donation will support us to deliver more online engagement and digital literacy trainings, which is critical to ensure clients' routine to attend programs in their recovery journey while keeping social distancing.**

## Clinical Service

As the pillar of Hong Fook's culturally competent mental health care, the Clinic Service delivers Intake, Case Management, Group Psychotherapy, Support within Housing and collaborates with psychiatrists, hospitals, primary care and paramedic care providers, and other community service providers.

Since COVID-19, 45% of Ontarians report their mental health has deteriorated, according to the Ontario government. Hong Fook has observed an increasing number of crisis cases due to clients' hesitation to access ER/hospitals during the pandemic, an increasing number of domestic violence incidents due to the lack of private spaces during the lockdown, and a significantly increasing number of clients with more severe anxiety/depression issues triggered by social isolation, uncertainty about the future and other socio-economic factors.

**To get prepared for the looming mental health crisis, your continuous commitment will support us to increase the capacity of the Clinical Team.**

# DONORS & SPONSORS



## Board of Directors 2019-2020

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**Vice Chair**  
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Michael Ma

**Secretary**  
Sonia Yoon  
(on Sabatical Leave since December 2019)

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Dr. Peter Chang (Immediate Past Chair)  
Dr. Ted Lo  
Emily Lee  
Eui Sook Kim  
Jay Leung  
Sit Foo  
Warren Yu  
Yun Back Kim

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 (2015-2020)



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

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



### Hong Fook Gold Donors (\$50,000 - \$99,999)

Mr. and Mrs. Frank Chau  
TD Bank Group



### Hong Fook Silver Donors (\$30,000 - \$49,999)

Toronto Hong Kong Lions Club  
Toronto District School Board-International Education Department  
The Good Harvest Trust  
JD Development Group / Rez-One  
Mr. and Mrs. Matthew and Judy San  
Scotiabank  
Canada Chinese Computer Association  
The Frank H. Hori Charitable Foundation  
Mr. and Mrs. Peter and Elsa Chang



### Hong Fook Bronze Donors (\$15,000 - \$29,999)

Skymark Place Shopping Plaza  
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Sing Tao Foundation  
Otsuka-Lundbeck  
Toronto Police Service-East Asian Internal Support Network  
Mr. and Mrs. Bob and Kam Lo  
Dr. and Mrs. Ryder Ming-Hin and Grace Law  
Qualicom Innovations Inc.  
The Frank Scarpitti Charitable Foundation  
Bell Canada  
Evan Yanagi Corporation





**Scarborough Head Office**

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

**Downtown Branch**

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

**North York Branch**

1751 Sheppard Avenue East, Ground Floor, North York, Ontario M2J 0A4

**Markham Youth and Family Hub**

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

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