

Joint Message from the **President** and the **Executive Director**

Back to New Normal

Most of us are excited to know that the Province has moved to Stage 3 of the Resumption Plan that allows for more public spaces to visit, to exercise and to facilitate social interaction while keeping physical distancing in mind.

Hong Fook has decided to re-open the **Scarborough** and **North York offices** with reduced hours from **Tuesday to Friday** from **10:00a.m. to 4:00p.m.** as of August 4, 2020, till September 7, 2020. Most of the programs and services continue to operate remotely. When visiting Hong Fook facilities, each visitor has to wear a face covering or a mask and apply hand sanitizers. Visitors are also required to sign in and out at the front desk after finishing self-screening. We continue to keep our offices clean and disinfected by increasing the frequency of cleaning.

Virtual Care delivery continues to present challenges despite best efforts. Implementation of policies and procedures and training is designed to meet this challenge. However, factors such as aging IT equipment and a lack of internet access for participants need to be addressed for this model to reach its full potential. Our recent survey of the staff and clients found that many still fear the impact of COVID-19 and indicated a strong preference for virtual care delivery to continue.

We are very thankful to our clients and their family members for being patient and cooperative in these challenging times. Our staff continue to provide in-person care to our most vulnerable clients, and their extra efforts have been recognized by the provincial pandemic pay. Our priority is to ensure the safety of staff and clients, with a

particular focus on reducing the detrimental effect that the pandemic can have on one's mental health. We continue to deliver our programs and services in achieving the four key pillars: to Protect, to Engage, to Support and to Care.

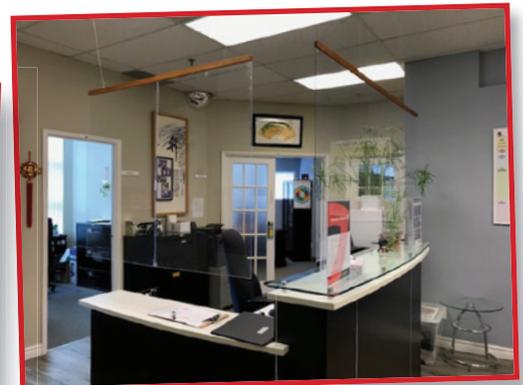
Another exciting news is that our Downtown office relocation project is back and running. We have successfully obtained the necessary building permits from the City of Toronto. Renovation work will likely begin in early fall. Our new site will be located at 407 Huron Street, Toronto (Bloor and St. George, it is close to St. George subway). Stay tuned about our moving news!

Our **Virtual Annual General Meeting** will be held on **Saturday, September 12, 2020, from 10:00 a.m. to 11:00a.m.** Please kindly register by Friday September 4, 2020 via Eventbrite: <https://hongfookagm2020.eventbrite.ca> or with Nesta Leung at 416-493-4242 x 2261, nleung@hongfook.ca

Thank you very much for your continuous support and stay safe, resilient and vibrant!



New Layout at Midland Office after Re-opening



The Quality Journey Accreditation Canada Primer Summer Update

Written by Christel Galea, Accreditation Consultant

As the summer heats up so does Hong Fook Mental Health Association's preparations to undergo the first accreditation cycle (Primer) through Accreditation Canada (AC). During the last year, we have been preparing for the accreditation site visit and increasing our awareness of accreditation standards, compliance, and impact on quality, risk management, and safety (clients, staff, consultants, volunteers & students). As you are aware, the June 2020 date was postponed by AC due to the impact of COVID-19. The new date of the AC site visit has been confirmed and is scheduled for **December 6th – 9th, 2020**.

Accreditation Canada Surveyors Assigned

AC has recently notified us that we have been re-assigned two site surveyors.

- **Kathy Tam – Team Lead**
Ms. Tam joins us from Calgary and is currently the CEO of the Wing Kei Association – long-term care provider. She has been a surveyor with AC since 2009.
- **Janice Lace – Team Member**
Ms. Lace lives in Ontario and has over 35 years in mental health and addictions experience.

Virtual And On-Site Audit Proposed

Due to the COVID-19 pandemic, AC has been considering developing a new model to support Hong Fook's staff, students, consultants, volunteers, clients, and family safety assessing the compliance with the AC standards. This may include virtual sessions aligned with discussions related to program planning and design, quality improvement, and other topics, as well as on-site observations and audits (client and staff files). Hong Fook's Senior Leadership Team have provided feedback to AC recommending discussions best supported by virtual technology and/or on-site observation and audits. Confirmation of the schedule and methodology will be shared when available.

Highlights Of The Quality Journey Accomplishments To Date

As the date draws near, let's reflect on some of the many achievements Hong Fook's staff

have integrated into the organization and practice.

As part of our ongoing focus on quality, risk management, and staff and client safety, we have developed new policies, and updated and enhanced our existing policies and procedures. These policies ensure that we comply with legislation, reflect best practice, and reinforce safe and quality driven practices. Some of the new policies and procedures are:

- Client Identification
- Disclosure of Harmful Event
- Infection Prevention and Control Policies (e.g. PPE, Hand Hygiene, Outbreak, Safe Food Handling, Routine Precautions, etc.)
- Medication Management
- Ethical Decision- Making
- Virtual Care
- Conflict Resolution
- External Complaints
- Staff and Client Abuse
- Home Visiting and Home Safety & Risk Assessment & Environmental Scan
- Others

In addition, the following activities have been undertaken by Hong Fook's staff such as:

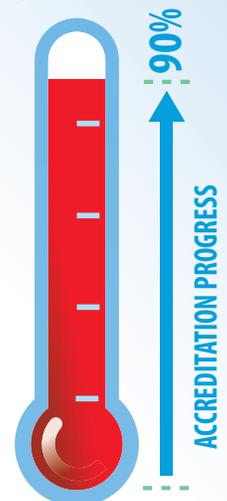
- Creation of a Client Bill of Rights
- Development of a Disaster & Emergency Plan including a Pandemic Plan
- Infection Prevention & Control Risk Assessment & Recommendations
- Environmental Cleaning Guidelines
- Integrated Quality Improvement Plan(2019 – 2021)
- Annual Training Plan (HR)
- Annual Training on Workplace Violence, Harassment & Discrimination
- Workplace Violence Risk Assessment Survey & Action Plan
- Implementation of an Employee Satisfaction Survey & Action Plan with the creation of a working group

There are many more activities which have been undertaken by Hong Fook's staff, too numerous to mention at this time. A sincere congratulations to all who have been involved as much has been accomplished.

Next Steps

During the next several months, frequent communications highlighting activities and information related to the AC Primer and site visit will be sent. We will also plan "mock" training sessions to prepare staff and Board members who will be participating in specific discussion groups as well as the on-site activities. Gathering documents and finalizing plans, manuals and other documents will be necessary as supporting evidence. Preparing clients and families who will be participating in the "Episodes of Care" (demonstration of client flow, program design, client satisfaction, communication, etc.) will be an important component of the survey to organize. Staff's role and responsibility currently is to be available for training and education, review new and revised policies and procedures and participate in the survey as an opportunity to showcase the wonderful work staff does each day.

Once again, I am pleased to be able to support Hong Fook with this next phase of the AC Primer "Quality Journey". I look forward to being with you every step of the way as we prepare for the journey ahead.



Our Care during the Pandemic

Throughout the pandemic, most of Hong Fook's services have switched to the virtual care. The Case Management continues to operate both in person and virtually as we recognize the necessity of in-person services for clients living with mental health concerns. Besides the services and programs, Hong Fook, with the generous support of our corporate and community partners, finds ways to provide equipment and financial supports to our clients in need. Thanks to the Global Medic, the Local Love Fund from the United Way Greater Toronto, and the contribution from our own volunteers, Hong Fook put together over 100 Care Packages for our clients.

Ms. Lee, a client of our Case Management service shared, "I was quite depressed with the outbreak of COVID-19, because I lost the claims for my WSIB. I had CPP-Disability as my only income. The money is not enough for my family. When I received the care package with gift cards from Hong Fook, not only did it provide me with financial support. At the same time, I felt that someone cared about me. It warmed up my heart. I often felt like I was powerless and helpless. I am a bit more hopeful now because I know I am not forgotten. I was really happy to be able to buy stationary for my daughter who was attending school at home. My daughter is my hope. I hope in the future, me and my daughter can contribute to the society."



NPLC Updates

The HF Connecting Health Nurse Practitioner Led Clinic (NPLC) held its 7th Annual General Meeting (AGM) on July 8, 2020 connecting guests, staff and the Board of Directors electronically/remotely amid the COVID-19 pandemic.

The 2020-2021 Board of Directors are: Katherine Wong (President), Jason Park (Vice President), Sum-Ming Yu (Treasurer), Janet Law (Secretary), Gem Lee-Herder, Cynthia Ma and Varada Saraf. Welcome to Cynthia Ma, joining us as a new Board of Director. Please connect to the website www.hongfook.ca/clinic for the Annual Report and other information.

The NPLC has had an astonishing year; the team of Nurse Practitioners, Health Promoter, Registered Dietitian, Registered Nurses and Registered Social Worker provided care and services to over 4,000 patients from diverse population groups with onsite programs and community health education workshops.

During these unprecedented challenging times, the NPLC staff help patients manage anxiety and stress living during the COVID-19 pandemic. The team adjusts with personal protective equipment (PPE) in line with infection prevention and control protocols to provide face-to-face and virtual/electronic patient-centered physical and mental health care.

Upcoming Programs & Activities



Hong Fook Mental Health Association Virtual Annual General Meeting

For Association Members Through Zoom
Saturday, September 12, 10:00 am to 11:00 am
RSVP to Nesta x 2261 or nleung@hongfook.ca

Hong Fook Culturally Competent Recovery College

@Virtual Programs

English Summer Class

English, for Hong Fook clients
Every Monday & Friday in August
10:00 am – 11:30 am
Register: Jackie @ jchung@hongfook.ca

Friday Exercise Program

English, for Hong Fook clients
Every Friday in August
11:00 am – 12:00 pm
Inquiry: Jennifer @ jtat@hongfook.ca

Peer Support Groups

For Hong Fook Clients
English: 2nd and 4th Wednesdays 2 pm to 3 pm
English Young Adults: Mondays 4 pm to 5:30 pm
Cantonese: Thursdays, 2 pm to 3 pm
Fridays, 1 pm to 2 pm
Korean: Wednesdays, 10:30 am to 12:30 pm
Inquiry: Fei x 2272 or ffung@hongfook.ca

Promoting Emotional Health from Traditional Meridian Perspective

Cantonese, for everyone
Through Zoom
Saturday, August 29, 2020
3:00 pm to 4:00 pm
Inquiry: Tweety @ tyuen@hongfook.ca

Youth Advisory Committee: Leadership & Digital Storytelling

English, for East Asian high school students
Through Zoom
Thursday, August 6 – September 24, 2020
6:30 pm to 8:30 pm
Inquiry: Joyce @ jchiu@hongfook.ca

For further details and other activities, please visit www.hongfook.ca/association

Continue Thriving throughout the Challenging Time

Back in May, United Nation's health experts warned about a looming mental health crisis because of the pandemic. At Hong Fook, we witness it first hand as we have experienced a substantial increase of the service demand.

Unfortunately, our signature fundraiser Hong Fook Gala had to be cancelled. But the Foundation continued the commitment in innovative ways and in a short time frame put together two successful fundraising initiatives, **Together We Thrive** in June, and **SingTao Media – Hong Fook Fundraising Week** in July.

The two events have netted around \$200,000 in total. More importantly, through these two brand new initiatives, we were able to introduce Hong Fook to a broader audience and reach out to many more people who are struggling with mental health concerns.

All of these could not be actualized without the dedication of the committee members and volunteers who worked around the clock, especially during the radiothon fundraising week. And the fundraising target could not be achieved without the generous contribution from all the donors and supporters.

We would like to send our sincere gratitude to the over 500 donors of these two events, especially those who stepped up as matching donors for the Fundraising Week and those have contributed over \$1000.



Dr. Ted Lo, Co-Chair of the organizing committee, at Together We Thrive



Cheque presentation with Sing Tao Foundation

Together We Thrive

- Allen Werger
- Applaud Realty Inc.
- Asian Community Psychiatric Clinic
- BDO
- Bell Canada
- Best Deal Graphics & Printing
- Construction One Contracting Inc.
- Dapasoft Inc.
- Edward Lee
- Fogler, Rubinoff LLP
- Janssen Inc.
- Lundbeck Canada Inc
- Ontario Aoyuan Property Limited
- Otsuka Pharmaceutical Co., Ltd
- Qualicom Innovations Inc.
- RESCO Mortgage Investment Corporation
- Rogers
- Sonja Chong
- Stubbe's Precast

SingTao Media – Hong Fook Fundraising Week

Matching Donors

- Applaud Realty Inc.
- Best Deal Graphics & Printing
- Good Harvest Trust
- JD Development Group
- Sing Tao Foundation
- TD Bank Group
- Toronto Hong Kong Lions Club

Other Major Donors

- Anonymous (1)
- Annie Hu
- Chih-Ming Wang
- Christina Lee
- Edgar and Siena Pang
- Frank Chau
- Kam Lo
- Le Van Duong
- Ming Hin Law
- Peter Chang
- Peter Lee
- Ramon Tam
- Tide Over Program
- William Cheng



Kam Lo, the Foundation Chair, with A1 Radio DJs

Join our Foundation Crew

Expanding our Foundation's talent pool is one of the priorities this year. The Foundation welcomes anyone who is interested in volunteering for fundraising activities, joining one of the Foundation's committees, or even becoming a Foundation board member.

Carmen Gao, a volunteer trained through Hong Fook's Mental Health Ambassador Program and a member of Foundation's Resource Development Committee, described how she feels about volunteering at Hong Fook.

"In 2016, as a caregiver of two teenagers who encountered mental health challenges, I was lucky to come across Hong Fook's Mental Health Ambassador Program. I was inspired and I changed my perspective. Instead of focusing on the frustration, I worked with my children to overcome their difficulties. They now have fully recovered from their mental health problems and even became advocates themselves. Furthermore, I find joy and a great sense of personal accomplishment in advocating mental health in Mandarin-speaking community. I have made many friends and have benefited from all the trainings, events and working together with the Foundation and the Association professionals. In January 2020, when COVID-19 broke out in China, with the support from Hong Fook staff, we built a virtual team to provide on-line mental health support to the frontline medical staff in Wuhan. The experience and teamwork have prepared us well in helping our own community here in Canada in reducing stigma and building a positive attitude in mental wellness and building resiliency in overcoming our life challenges."

If you are also looking for something meaningful to support mental health or would like to know more about the Foundation, please contact Sunny Wang, Manager, Resource Advancement and Communications, at swang@hongfook.ca.

Head Office

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

Downtown Branch

130 Dundas Street West, 3/F
Toronto, ON M5G 1C3

North York Branch

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

Youth And Family Hub

2667 Bur Oak Avenue
Markham, ON L6B 1H8