

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

Welcome to the Year of Metal Ox!

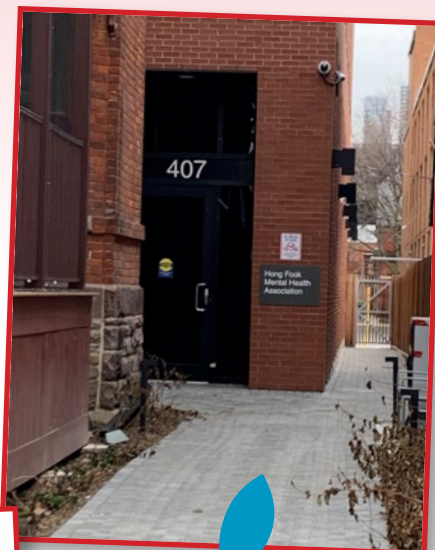
From all of us at Hong Fook, we wish you joy and peace as we celebrate the Lunar New Year, Valentine's Day and the Ontario Family Day. We wish for good health and much happiness for you, your families, friends, and our community members.

During the past 18 months, Hong Fook's activities have been filled with excitement and challenges. We have found opportunities and uncovered our collective strengths to build a better, and healthier organization that champions Culturally Competent Care. We have also ensured that all the essential elements of Quality, Safety and Risk Management is at the forefront of all aspects of client care delivery. Through our collective efforts and dedication of our staff and volunteers we stood up to the challenge brought on by the COVID-19 pandemic and maintained smooth operation of the essential community health

and mental health services with minimum interruption. We thank our stakeholders at all levels of government, Hong Fook Mental Health Foundation, donors, sponsors, and supporters for offering much needed funds and donations as well as support in various ways.

In 2021, like the Metal Ox, we will stay active and positive. We pledge to work hard and diligently and build strong partnerships in the communities we serve. We look forward to attaining full accreditation-primer status by Accreditation Canada and to moving into the new Downtown office in early 2021. We will actively participate in the Ontario Health Teams and sharpen our digital health platform to deliver culturally competent mental health care. Stay tuned for our continuous update from our agency website and program news!

Your donation and generous support are always welcome to help us overcome the COVID-19 hardship and to promote positive mental health across the service spectrum!



Entrance of the new Downtown Site, 407 Huron Street



The Quality Journey

Accreditation Canada Primer Survey – Part A Completed

Written by Christel Galea, Accreditation Consultant

Hong Fook underwent the first accreditation cycle with Accreditation Canada (AC) in early December 2020. Due to the COVID-19 pandemic restrictions, the original four-day site survey has been divided to two parts, Part A virtual survey and Part B on-site visit. The Part A virtual survey was conducted with two surveyors, Kathy Tam and Janice Lace, between December 6th and 8th. Within the two and half days, 18 survey sessions were conducted, involving 4 board members, 27 staff, 6 clients and 10 community partners.

On the last day of the virtual survey, the surveyors shared the overall findings with Board President, Vice President and the leadership team. They anticipate Hong Fook will do well with ratings when the Part B is completed. The surveyors stated, "Hong Fook should be commended for taking on the Accreditation Canada Primer and future Qmentum quality journey. It was obvious from the beginning of our virtual visit that you were committed to the quality journey and that you have a passionate and dedicated staff team. We thank you

for the warm welcome and hospitality you have shown us and especially trusting us and sharing your stories, processes, and procedures to learn and build capacity in quality, safety, and risk management. We have been partners in your journey."

The surveyors also reinforced with the Board and the leadership team that there was "... no end to the quality journey. Plan carefully during the next strategic planning process. Take time to celebrate successes and do not lose your passion and commitment. Do not ever give up. Everything you do makes a difference. Count your over 38-year history in the community and reputation".

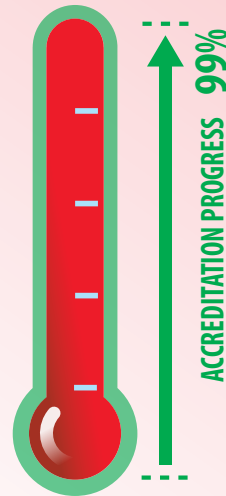
The Part B on-site visit will be scheduled at a later time when it is determined as safe for a one-day surveyor visit. The purpose of the on-site visit is to audit the Human Resources

personnel files, Client Services client files, observe the physical environment for safety requirements and interview additional Hong Fook staff to confirm information shared during Part A virtual survey. Until the on-site visit is completed, Hong Fook will not receive the priority process ratings and the accreditation status.

We would like to thank our community partners, stakeholders and community for your ongoing support and commitment for our success in our quality journey. We will update you as soon as possible when Part B is completed, and the results are available.

Thank you.

And so Hong Fook's quality journey continues...



Our newsletter invites Hong Fook staff, volunteers, clients and family members to write a short article in their mother tongue. In this issue, our Korean Book Club members shared about one of their monthly activities. During one session, they talked about Helen Keller's essay "Three Days To See (1935)" and her autobiography "The Story of My Life (1903)". Through looking back on the life of Helen Keller, who lived abundantly in social movements as a writer despite severe visual and hearing impairments, the Book Club members concluded "hope that focusing on the positive can make us even happier" especially when we all navigate through these unprecedented, challenging times.

힘들어도 긍정적으로 살아가자!... 헬렌 켈러의 언어 (북클럽, 11월17일) '헬렌 켈러의 언어'라는 제목의 북클럽 모임에서 그의 에세이 '사흘만 세상을 볼 수 있다면'(1935)과 자서전 '내 삶의 이야기'(1903)를 중심으로, 시·청각 중증 장애에도 불구하고 작가로 사회운동가로 활기 넘치게 살아가신 헬렌 켈러의 삶을 돌아보는 시간이었다. 건강하게 태어났으나, 19개월 때 열병을 앓고 난 뒤, 보이지도 들리지도 않던 헬렌이, 7살에 만난 설리번 선생님의 헌신적 노력으로, 어떻게 불가능해 보이는 소통법을 익히게 된 지 알아보았다. 촉각핑거스펠링(tactile finger-spelling,

손바닥 속에서 상대의 손가락 스펠링을 읽는 수화법)과 타도마(Tadoma, 상대의 뺨과 목의 울림을 통해 촉각으로 듣는 법)이 헬렌의 소통방법이었다. '마사 워싱턴' - 7살 이전에 헬렌과 소통할 수 있었던 요리사의 딸, '폴리 톰슨' - 59년을 함께 했던 설리번 선생님 이후의 비서, '위니 코베리' - 폴리 톰슨 이후, 헬렌의 임종까지 함께 했던 간호사 등등, 헬렌을 가까이서 도왔던 인물들도 자세히 조명했다. 헬렌 켈러는 인간과 세상에 대한 놀라운 통찰을 보여주는 한편, "긍정적인 것에 집중하면 훨씬 더 행복해질 수 있다는 희망의 메시지를 우리에게 전한다.



Korean Forest Exploration and Mindfulness in the fall

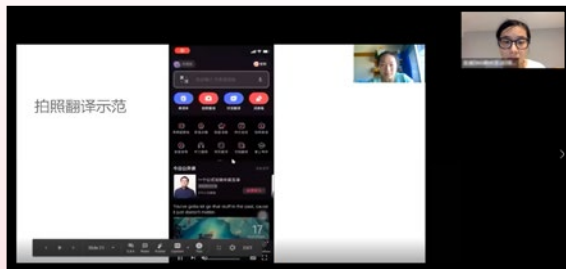
Programs during the Pandemic

While successfully transforming all programming to online platform and facilitating on-site or outdoor group opportunities with social distancing, we have also provided financial, digital, and food support to our clients in need through partnership, government emergency funds and donations.

Holistic Health Sessions- Fitness Group for Aging Well



Art Therapy through Chinese Painting



Intergenerational Tech Talk to help seniors shift to online programming



Low-Cost Grocery Shopping for Isolated Seniors through partnership with Thoi Bao Community Fund

NPLC Updates

As pandemic continues, new cases arise. HF Connecting Health Nurse Practitioner-Led Clinic (NPLC) is reminding everyone to continue practice public health guidelines. In 2021, are you setting any healthy eating goals?

Our Registered Dietitian is providing some healthy eating tips. Try them out! Wishing everyone to have a healthy 2021.

1. Avoid eating while you are distracted such as watching TV, reading, driving or on the computer. This can lead to eating more calories than you need because you will be less focused on your hunger signals. This is called mindless eating.
2. Eat like the rainbow! Eating colourful fruits and vegetables will help you get a variety of nutrients and antioxidants to keep healthy and fight disease.
3. Think before you drink! Sugary drinks have a lot more calories than you think. These drinks include energy drinks, fruit drinks/ juice, pop, sports drinks, slushies, bubble tea, specialty coffee and tea. They provide little or no nutrition. So drink more water, tea in moderation, milk or unsweetened soy milk.
4. Try a new healthy food once a week. We usually buy the same food item weekly but we are nutritionally limiting ourselves. Consider trying kale, collard greens, swiss chard, quinoa, purple sweet potato, radish, pomegranates or okra.
5. We want a good deal when we buy food. But jumbo packs of snacks (ie. chips, cookies, cereals or chocolate) aren't a bargain if it means you will eat more. So think small when it comes to these types of snacks that recommended in moderation.

Upcoming Programs & Activities



In light of the Province's Stay-at-Home Order effective as of January 14, Hong Fook currently operates with reduced office hours, **from Tuesday to Thursday, from 10:00am to 4:00pm.**

Client's appointments may continue to be virtual (by phone or video) or in person, depending on staff's and client's circumstance. All on-site programming has been cancelled until further notice.

- Check our **monthly calendars** to respective communities at www.hongfook.ca/association
- Subscribe to **Hong Fook YouTube Channel** www.youtube.com/c/hongfookmha/playlists to watch recorded mental wellness seminars and exercise sessions in different languages.
- **PACER Training**
Hong Fook, in partnership with Ryerson University's PROTECH (Pandemic Rapid-response Optimization To Enhance Community-Resilience and Health) Project, delivers the Pandemic Acceptance and Commitment to Empowerment Response (PACER) Training - a targeted online training for those impacted by COVID-19 to enhance their resilience. We have been delivering this six-session cycle of training in both Cantonese and Mandarin since January. Another cycle would be scheduled for each community around March.

Board and Committee Nomination

Hong Fook has kicked off the board and committee nomination process. Please find the nomination form and further details on <https://hongfook.ca/association/join-us/membership/> or contact nomination@hongfook.ca.

Annual Volunteer Drive

Volunteers are needed during the pandemic to support our online programming and 2021 fundraising activities. Please visit <https://hongfook.ca/association/join-us/volunteers/> to find available positions and send your application to volunteer@hongfook.ca.

In the past challenging 2020, your generosity warmed our clients' heart and motivated our staff team to putting extra efforts to support the whole community in these unprecedented times. Thank you for your donation in our Together We Thrive Webinar, Radiothon Fundraising Week, and the year-end online campaign. In 2021, your commitment is still much needed to support many people with similar experience of A and Mrs. C, to recover from the pandemic mentally and financially. Stay tuned with us for more sharing and stories from our upcoming fundraising campaigns, a film screening featuring **"The World is Bright"** in April, and our 2nd **SingTao Media – Hong Fook Radiothon Fundraising Week** in July.

From A, a college student

I have been diagnosed with a depressive disorder but my mental health had been relatively stable for the few months before COVID-19. Unfortunately, the COVID-19 situation has had a negative impact on my psychological status, particularly my mood. Adjusting to online learning has also been quite difficult for me. There are many distractions at home that make it hard for me to focus and it is difficult to type out my answers on exams, especially when it involves mathematical equations.

as separating my school materials with my personal belongings, creating a document with common math equations beforehand, and practice answering math questions and typing out the answers on my computer. She also helped me enroll for an online course to keep myself occupied and productive, and referred me to join Hong Fook's Youth Peer Support Group.

With the referral from my psychiatrist, I reached out to Hong Fook's Youth Counselling Service. My clinician has guided me through different strategies to improve my ability to study and write exams efficiently at home, such

I have gained back my confidence in writing exams online and started to get in contact with more friends. I don't know how long this pandemic would last and still experience my low mood from time to time. But I look forward to the sharing from the weekly Youth Peer Support Group and enjoy the every single session I could have with my Youth Counselling Clinician.

From Mrs. C, a single mother with three children

I was diagnosed with Major Depression and referred to Hong Fook's Case Management service. After four-month waiting, I finally got assigned with my Case Manager in earlier 2020.

Food Bank to get three meals on the table. It's my Case Manager that makes me feel I am also being cared by someone.

This support came in timely, as I've been constantly suffering from depressed feeling, especially since the pandemic, with all the uncertainties of the future, having been stuck on the Ontario Works and even further deteriorated financial situation. At home, I barely have time to think about myself. All the days, I need to figure out how to protect my children during the pandemic, arrange their online learning, and go to the

You could never imagine how Hong Fook's \$100 financial support made our day! That day was my youngest son's birthday, and I was worried about how to squeeze out my budget to cheer up my nine years old. There came the cheque! With the \$100, I bought some ingredient. My two older children made a birthday cake to their little brother. I also cooked chicken wings, my son's favourite food. It's that timely financial support gave our whole family a joyful and unforgettable birthday, during this year-long pandemic.

Every single dollar you put in our COVID-19 Relief Fund has helped us provide financial and/or digital supports to those in real need, has increased our Clinical team capacity to help clients more timely, and has supported us to develop more ongoing recovery sessions and wellness seminars. Facing this unpredictable pandemic, our clients, more than ever, need the relief support.

Currently, a youth need to wait for four weeks to get the first appointment with our Youth Counselling Clinician. We need your support to help us further reduce it to two weeks. With \$100 more donated, our team capacity can be increased to deliver one more session. 40 more individual sessions need to be made up to narrow the gap.

Head Office

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

Downtown Branch

New location will be opening soon.

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