

Joint Message from the President and Executive Director

Time to say THANK YOU!

We would like to express our heartfelt thanks to the Heroes of the Pandemic Fighters: our health care providers, who work tirelessly to save people's lives, and care for the most vulnerable persons who are struggling with multiple health and socio-economic challenges and combating with the virus.

We heard overwhelming news daily about the number of deaths, confirmed cases, and outbreaks; the shortages of personal protective equipment; to wear facemasks, and keep social distancing; and quarantines, etc. The rising number of urgent calls related to COVID-19 response, domestic violence, and youth mental health, elder financial abuse and suicidal thoughts is alarming. We noticed that other than helping our clients to meet their basic needs, mental health care became the most important and popular topics related to how to manage their fear, anxiety, and depression. Fear, anxiety and uncertainty can trigger irrational behavior.

We encourage you to access Hong Fook website, Facebook and Instagram regularly to access the mental health related

information and community resources. We understand that to access for culturally and language specific mental health care can be very challenging. Despite of the social distancing, Hong Fook has been able to provide virtual care support remotely. Please do not hesitate to call us at 416-493-4242, Monday to Friday from 9am to 5pm to ask for intake services or to join our community mental health virtual workshops. We are here for you!

Due to the unprecedented situation, Hong Fook has to cancel all the large-scale events including the Walk for Wellness, and the Annual Gala this year. The planned on-site accreditation survey in June has also been postponed to a later date.

Thank you for your kind attention and please stay vigilant and safe.

This is a very challenging time for Hong Fook clients and staff. Hong Fook is very grateful for the many donors who supported us through this. This list continues to grow as we are writing this. Thank for supporters for PPE donations: "We Appreciate and Care" fundraising project for 10,000 masks, MP Jean Yip for mobilizing masks donations, Hong Fook Volunteers for 500 and growing reusable cloth masks, Carmen Chan and Scrub Caps Angels Team for 200 scrub caps, and Thai Bao Community Fund for face-shield and hand sanitizers. Thank you United Way of Greater Toronto, Scotia Bank, and an anonymous Vietnamese Priest for granting us fund to address urgent food insecurity, Global Medic for family hygiene kits, and Rogers Communications for cellphones phones and phone plans to ensure access to virtual care for our clients. Thank you CAA for delivering the care package to our clients. Last but not least, thank you all the donors who contributed to our online "COVID-19 Relief Fund." Your support means a whole world to us! Thank you!



Donations of cellphones and PPE



Our Mandarin Integrated Community Programs were first up for setting up virtual support! Mandarin senior group regular programs run through WeChat and zoom. Each Wednesday at 1-3pm, the senior core committee has program planning meeting. With support from the core committee, the senior group members get together on WeChat group, and practice yoga and Tai Chi on Zoom every Monday at 10-noon.

For the mental wellness group, we have monthly gathering on Zoom. During the gathering, we have reconnection sharing, and workshops. We have provided one-on-one emotional support service to group members who experiencing hard time amid covid-19 and need extra individual support.



視頻講座的幕後花絮

當何老先生知道“逆境自強”講座是以視頻形式，他感到十分焦慮，認為他是一個對電腦沒有太多認識的人，於是在電話交談中，我充當“技術指導員”，其後，他回覆郵件，說他成功安裝了ZOOM，並且上傳了圖片予我，為此我感到十分高興。

事實上，在疫情環境，工作的改變，視頻講座也是一個新的學習，新的經驗。經過社交媒體的推廣，甚至有海外參加者報名登記視頻講座，這是前所未有的經驗。一個講座的成功是更需要團隊的互相合作，這次講座得到多位同事負責技術支援，在留言箱及電話收集參加者的問題，讓這個視頻講座能夠順利進行，我對我的工作感到自豪，康福團隊感到驕傲！

"I'd like to thank you and Hong Fook for providing this good workshop to the community as well as the service users."
From Christine

"Thanks you so much for the workshops. We really appreciate your great efforts and kindness to care for us during this challenging period. I learned from you helpful tips and directions to live a better life during this difficult time."

From Rebecca & Claude

We had great success delivering public workshops on mental health issue amid covid-19 and there more to come. Stay tuned!

疫情中，康福中心的創舉和送給老人的關愛

新冠肺炎病毒肆虐，同多倫多所有社團一樣，康福中心屬下的社團——華樂園，因為沒有了場地，也只好停掉老人的活動。老人们遵照政府“宅家令”，天天呆在家中，感到无比寂寞、枯燥和无奈，还有人耐不住生活的单调，就走出家门，增加了感染病毒的危害。看到这一情况，康福中心的领导出于对老人身心健康和安全的关心，立即做了二件事：

*一是，自二月下旬始，每周召开一次义工视频会议，讨论怎么服务华乐园成员。

*二是让义工们，指导老人学习zoom视频会议软件的下载和使用方法；邀请瑜伽老师，每周一次通过zoom视频，带领华乐园老人学做气功瑜伽。

康福率先运用现代通讯工具，恢复老人群体活动，不能不说是一个“创举”！华

乐园为多伦多社团带了个好头。凭着一周二次的视频活动，社团每位老人收到康福中心的问候，感到十分温暖；老人们在视频中看到久违的好友，彼此嘘寒问暖，倾诉宅家的苦与乐，不再寂寞；交流讨论疫情的进展和政府的居家令，让老人更加懂得：为了自己和他人的健康和安安全全，应该坚决执行政府若干规定，自觉呆在家里。学习zoom软件新知识，使老人老有所学老有所为，体验生命不息，学习不止的乐趣；跟着知名气功瑜伽师学练气功瑜伽，动手脚、松筋骨，不但健身，而且，充实了宅家的生活。所以，老人们一致称赞道：在活动场地停止开放的情况下，康福中心华乐园领导能率先想出运用现代通讯工具，为会员搭建学习交流的平台，真好！老人们非常感谢康福中心的关爱，並期望华乐园学习交流的平台，今后越办越好！



The Vietnamese community has been busy during the pandemic! A group of volunteers is making masks from the Vietnamese community and they think this is one of the great ways to give back and contribute! It is an opportunity to help keep everyone safe including oneself. It is one way to make you feel good and less stressed during this voluntary isolation time.

Rất nhiều khẩu trang làm từ những tấm lòng hảo tâm từ cộng đồng người Việt của trung tâm sức khoẻ tâm thân Hồng Phúc tại T.O là một trong những chuyện mà người Việt đã và đang cho cộng đồng những gì mà họ và gia đình của họ được trong suốt thời gian qua. Xin cảm ơn những công sức của họ bỏ ra để bảo vệ cho mọi người xung quanh và cũng cho chính bản thân. Đây là một chuyện làm rất có ý nghĩa giúp chúng ta bớt bị căng thẳng khi đang ở trong tình trạng cách ly tình nguyện.



For the Korean community, virtual workshops are important to participants' wellness during the pandemic. In this story, a participant described their experience after "Body and Mind" virtual programs on Wednesdays and this is their way of making staying at home experience positive. Even though they couldn't meet in person, they could see each other talking on the screen.

4월 22일 수요일 바디앤마인드

사회적 거리두기 관계로 바디앤마인드를 언라인으로 하였다. 만날 수는 없어도 화면상으로나마 서로를 볼 수 있었고 목소리를 들을 수 있어서 반가웠다. 각자의 기분을 나누고, 곧이어서 집에만 있어도 긍정적으로 사는 나만의 노하우를 나눌 때에 맛있는 음식 해먹기, 음악듣기, 라인댄스, 노래따라 부르기, 걷기, 독서하기 등 다양하였다. 이어서 얼굴 운동, 앉아서 하는 스트레칭 그리고 명상을 하였는데 한결 기분이 나아지고 편안함과 집중력있는 좋은 시간을 나눌 수 있었던 유익한 시간이었다. 모두들 서로 만나지 못함을 아쉬워하며 어서 이 어려움이 잘수습되어 홍콩에서 얼굴을 마주 보며 나눌 수있기를 간절히 소망하였다. (Jong)



Hong Fook's Intake Services

During this COVID-19 pandemic time, Hong Fook has received calls from people whose mental health is impacted by the outbreak in different ways ... A woman whose cancer surgery was put on hold became very anxious and called Hong Fook. Our intake worker provided emotional support to her and shared a language specific hotline information so that she can call for additional support when needed. Another person stated that his mental health condition became worse after staying home for weeks because of the lockdown, and our intake worker referred him to join our Integrated Recovery Program on-line group. Intake workers also assisted a number of clients who have been discharged from the Case Management service to apply for the ODSP one-time Emergency Assistance for additional financial support in coping with the situation.

In short, intake is a process to help clients identify presenting issues, determine eligibility for services, and make appropriate service referrals. Hong Fook Intake Service comprises intake workers who speak Cambodian, Cantonese, Korean, Mandarin and Vietnamese, as well as an Intake Coordinator overseeing collaboration with The Access Point (mental health agency that centralizes waiting list for case management service and supportive housing in Toronto). Anyone with mental health concern can call to speak with our language specific intake worker who will assess the needs of the caller, provide helpful resources and linkage with services. While our Intake is not a crisis service, we will try to respond to callers as soon as possible and within 3 business days at most.

To connect to a language specific Intake Worker, please call **416-493-4242 X 0**.

Recovery College – Life during COVID-19

Once the lock down happened here in Toronto, we heard from our members how important our programs are to their mental wellbeing, their sense of social connection and belonging. At Hong Fook, we initially responded to their need for connection by offering peer support programs online.

To make sure that peers could participate in the online groups, and to address their anxieties around online security, we called all group participants and coached them on how to use the application. It was really important for us early on, not just to offer online programs because we could, but to make sure that people felt comfortable, safe, and supported while participating in the group. Having a group comfort agreement that reminded individuals to attend the group in a private space in their home, and to respect the privacy and confidentiality of other group members was important.

In this past month, we've been running most of the peer support groups on a weekly basis for the Korean, Cantonese, and English speaking members, and we're offering health information sessions, as well as exercise groups online. We are continuing to grow our online programs, and will offer Wellness Recovery Action Plan (WRAP) groups, leisure programs, and a resilience course to help bring our Culturally Competent Recovery College online. For those individuals who don't have access to the internet or the right devices, we've been offering group conference calls and individual support. There are still more things to do, but at this time everyone is giving it their best.

Like all transitions, going online took some getting used to for all of us, and thanks to the work of our Peer Support Workers, our team, and our members this transition has been a success. Participants often tell us how much they appreciate that they've been able to reconnect online, face to face. We're also thankful that in these strange and challenging times, we've been able to continue to make a difference in their lives, as they continue to make a difference in ours.



Hong Fook Walk-In Counselling Service

It is an incredible moment when we recognize that we are not alone when facing challenges that feels so personal to ourselves. In that moment, we acknowledge that even though our challenges are unique to ourselves, there are others out there who may be experiencing something similar.

It is especially important in this hopeful moment when young people reach out for support that they are received with warmth, kindness and respect for the journey we have travelled up until this point. It tells them, for the rest of their lives, that their struggles are important, that they are valued, and that challenges do not have to be faced alone.

This is what the new Walk-In Counselling Service at Hong Fook aims to do. We are a walk-in, no appointment needed, no health card needed, counselling service that offers single session therapy to young people age 12 to 25 in the Markham Hub. In light of COVID-19, our service continues to run virtually through a "phone-in" or "video-in" counselling service.

Already, young people have accessed this virtual service to talk about motivation, cultural identity, family conflict, and increasing fear and anxiety during these times of uncertainty in a global pandemic. They leave with greater clarity in what next steps need to be taken, decided entirely by themselves. Many feel relief simply



by finding the words to name their own thoughts, feelings, and behaviours that felt so foreign to them before.

For more information on this new service, please contact klin@hongfook.ca.

Celine's Story – Me, smartphone, and COVID -19



"Staying at home is hard and boring. I used to go out often to attend ESL classes and exercise groups. When the pandemic happens, I can see that my depression is getting worse. Some people told me that I

should use smartphone to connect with other people. It's hard to tell them the truth – I'm too poor to get a smartphone. My worker was very caring and she knows about what would be helpful for my mental health and me. One day, she handed me a cellphone and taught me how to use it! You should see how funny this interaction was when we were also following the social distancing guideline. Now, I continue my ESL class online, and cooking more while following new recipes on YouTube. I feel like I finally have a routine again and my depression is kept at bay."

Mr. Cho's Story – Safety and online exercise group

"I have Schizophrenia, an illness that makes me want to stay away from everyone and vice versa. My family was very controlling. They worried too much about my schizophrenia that I couldn't go outside. My worker suggested me to join online exercise and support groups. I've never joined any group before as I was too shy. But I guess since I can't go outside, I might as well give it a try. My worker signed me up with an online exercise group at Hong Fook. To my surprise, joining this exercise group at the comfort of my room makes it easier for me. The facilitator

understands mental illness and gives us options of how to be safe. I feel like I do have some control. If I want to hide, I can simply turn off my camera while still follow the exercise and have some talks with others. Now I'm slowly building friendship with others in the group, I do wish to see them in person one day."



Ada's Story – How I managed my anxiety

"It's hard to be a single mom. It is even worse to be a single mom with mental illness and addiction program. My anxiety is at all-time high with intense fear of the virus. In addition to that, I couldn't go to the gym to release the anxiety. I also had to ask my ex-partner to take me for grocery shopping even though he was the worst. I also was not sure how to talk to my daughter whom I spent all day with. My worker and I worked hard to find some coping activities. I started to do daily gratitude in the morning, as I'm still

safe with my own independent apartment. I joined the online groups to share my feelings. I tried to be in the same space with my daughter to feel each other present even though we didn't talk much. And of course, I avoid listening to news related to COVID-19. I am a bit more calm and at ease now."

Upcoming Programs & Activities



Hong Fook Culturally Competent Recovery College

@Virtual Programs

Peer Support Groups

English: Wednesdays 2 pm to 3pm

English Young Adults: Mondays 12 to 1 pm

Cantonese: Thursdays, 2 pm to 3 pm

Korean: Wednesdays, 11 am to noon

Register: Fei x 2272

Building Resiliency during COVID - 19

Cantonese

Tue, May 26 - June 16

2:00 pm to 3:30 pm

Enquiry/Registration: Fei x 2272

Korean Recovery Programs

Every Tuesday

10:30 am to 12:30 pm

Register: Soyeon x 5270

Together We Thrive

5 Mental Health Webinars in 5 Languages

Sat, June 6, 2020

1pm to 6 pm

Enquiry: x 2258

Family Growth Seminars – Psychotherapy Group

Mandarin, for young adult 20 – 29 and their family

Mon & Thur, July 6 – July 30 (8 sessions)

6:30 pm to 8:30 pm

Midland Office (3320 Midland Ave, Suite 201)

Register: Ming x 2250

Call for Submission

Unspoken – A Three-Week Project to Digitally Feature Stories

Stories from Youth, Family, and Everyone
Visual submissions include: videos, drawings, animations or pictures.

Submission Deadline – May 31st, 2020

Reward: \$50 for most expressive submission.

Follow the project on Instagram @hfyouthfam

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

Highlight from HF Connecting Health Nurse Practitioner-Led Clinic

At this difficult time as the virus spreads, NPLC would like to provide a few tips for everyone.

1



Hand wash tips: **1)** Wet hands with warm water. **2)** Apply soap, **3)** Lather soap and rub hands palm to palm. **4)** Rub in between and around fingers. **5)** Rub back of each hand with palm or other hand. **6)** Rub fingertips of each hand in opposite palm. **7)** Rub each thumb clasped in opposite hand [the steps between 3-7 should be for 15 seconds]. **8)** Rinse thoroughly under running water. **9)** Pat hands dry with paper towel. **9)** Turn off water using paper towel.

NPLC
continues to open
from Monday to Friday
8 am to 4 pm. For more
information, please call us at
416-479-7600 or visit
<https://hongfook.ca/clinic/>.

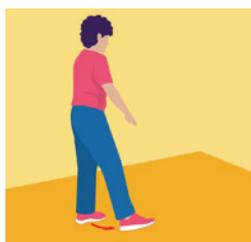
2

Physical activity at home: We are encouraged to go home and stay home. There are many things that we can do to maintain our physical activity level. For adults between 18-64 years, it is encouraged to have at least 150 minutes of moderate intensity aerobic physical activity per week, in bouts of 10 minutes or more each time.

a. Here are what we can do at home:

1 Marching either on the spot or along the hallway with free weights at home. Free weights can be replaced with water bottles and/or cans (as long as you can hold it securely).

2 We can also increase the intensity of marching with quicker pace or alternate in between lifting knees up and shifting to side steps.



3 Jumping jack is also a good exercise for young adults to bring the heart rates up.

We can also choose modified jumping jacks: instead of jumping, we can just lift the knee up instead.



b. General tips: It is always important to have warm up and cool down every time you exercise. Wearing shoes and socks whenever you exercise is key, even when you are at home.

c. For clients with diabetes condition and blood pressure issues, please always discuss with your pharmacist and primary health care providers before you do exercise to make sure the exercise time frame is right for you to avoid low blood sugar or low blood pressure situations.

3

Food Storage tips to save money:

To get the best value for your money, always follow suggested storage times, temperatures and special tips. Whole fruits and vegetables may be stored longer than the times indicated but their flavour and nutrition will deteriorate. Once cut, cover tightly, refrigerate and eat as soon as possible.

WASHING FRUITS AND VEGETABLES With the exception of leafy greens, fresh fruits and vegetables have a natural protective coating and should not be washed before storing. Washing will make them spoil faster. **1)** Wash fruits and vegetables under clean, cool, running water just before you prepare or eat them, even if you intend to remove the skin/peel. **2)** Use clean cutting boards and utensils when preparing produce. Leafy greens like iceberg, romaine, Boston, Bibb, green & red leaf lettuce and spinach will keep fresher if washed before storage. **Just follow these easy steps:** **1)** Wash with clean, cool running water. **2)** Discard wilted, discolored or blemished leaves. **3)** Carefully dry in salad spinner or on clean paper towels. **4)** Store in salad spinner or wrap lettuce loosely in clean paper towels and store in sealed plastic bag or container. **5)** Use within 1 week.

Go home and stay home.

If you are going out for fresh air or any other purposes, keep at least 2 meters apart from others.

References:

Home storage guide for fresh fruit and vegetables, https://www.halfyourplate.ca/wp-content/uploads/2014/12/cpma_fruits_and_vegetables_storage_guide-final2.pdf
Participation, <https://www.participation.com/en-ca/>
Public Health, <https://www.publichealthontario.ca/en/health-topics/infection-prevention-control/hand-hygiene>

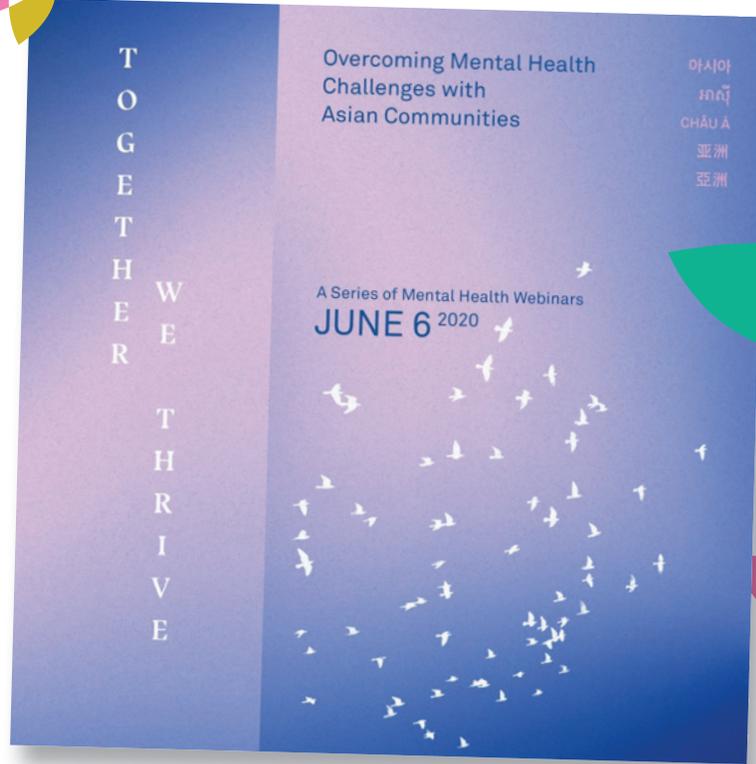
Together We Thrive – Overcoming Mental Health Challenges with the Asian Communities



According to research from Angus Reid in April of 2020:

- Half of Canadians (50%) report a worsening of their mental health, with one-in-ten (10% overall) saying it has worsened “a lot”.
- Canadians are most likely to say they are worried, (44%), or anxious (41%) in these past few weeks.

The current COVID-19 pandemic is not only a battle against our physical health, it is also a challenge to our mental wellness. With so many uncertainties looming around us, from our health, our finances and to our social interactions, it is perfectly normal to feel anxious about the situation. However, if we do not take care of our emotions and find ways and strategies to deal with them, it is going to have long term negative impact on our holistic health. Thanks to the management and frontline staff of Hong Fook Mental Health Association, virtual care, virtual programs and workshops have been offered. Consumers can continue to be supported by their social workers and people in our communities can learn the skills to cope with their stress. In the months of April and May, 15 workshops and 150 group sessions has been offered through online platform, and hundreds of people have been benefitted by these resources. A lot more people will benefit in the coming months.



As we move our services online, we are moving our fundraising activities online too. Because of physical distancing requirement, we are canceling our annual Hong Fook Gala on 6th June, 2020. Instead, on that day, Dr Ted Lo, Director of the Asian Community Psychiatric Clinic is going to lead a team of psychiatrists in offering a series of webinars titled- **“Together We Thrive- Overcoming Mental Health Challenges with the Asian Communities”** in 5 different languages. We are accepting sponsorships and donation to support mental health in Asian Communities. Please contact visit <https://hongfook.ca/foundation/together-we-thrive/> to register for the webinars and make a donation.

Also, on Thursday, July 9, 2020, Hong Fook is partnering with Sing Tao A1 Chinese Radio to host a “Radioton”! Make your calendar and stay tuned!

In April, Sue Tang, one of our long term supporter and champion of Hong Fook hosted her birthday celebration online to raise funds for Hong Fook. Close to \$6,500 were raised through her personal connections alone. She felt that mental health challenges during the pandemic was often overlooked and she would like to raise awareness of this very important issue. There is no health without mental health. If you want to run a similar promotion, please contact Ruiping Chen at rchen@hongfook.ca.

Sue Tang performed ballroom dance at 2019 Hong Fook Holiday Gathering



Head Office	Downtown Branch	North York Branch	Youth And Family Hub
3320 Midland Avenue, Suite 201 Scarborough, ON M1V 5E6	130 Dundas Street West, 3/F Toronto, ON M5G 1C3	1751 Sheppard Avenue East, G/F North York, ON M2J 0A4	2667 Bur Oak Avenue Markham, ON L6B 1H8