

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

Fall is one of the most beautiful seasons of the year, created by a symphony of colourful leaves around us. The colours of the changing leaves can also brighten our spirits during this challenging time of the global pandemic. However, even the most beautiful display of nature can't take away the pain and suffering many of us experience working in mental health sector. The documentary film "The World Is Bright" (directed by Ying Wang and screened at the Vancouver International Film Festival in 2019) features an event surrounding the suicide of a Chinese young man named Shi-ming. In Chinese, shi means "world," and ming means "bright". Shi-ming came to Vancouver from China as an international student and obtained his immigration status. Unfortunately, he became ill and was diagnosed with several mental illnesses. Watching the movie, we learn to appreciate the vital work we do as mental health service providers. Hong Fook was very honoured and proud to have joined the film director Ying Wang on a virtual panel discussion on Mental Health on October 24, 2020.

Panel Discussion on Mental Health:
www.youtube.com/watch?v=qQJtDbHWps&list=UUWoxdsLFNeDLqJcmsupln4A&index=4



Official Trailer: vimeo.com/460836446

Over the years, Hong Fook has been championing culturally competent care and raising mental health awareness. But our experience tells us that the service needs are much greater than our capacity, and mental health sufferers continue to face stigma and discrimination in the community. Mental healthcare is all the more critical during this time of the global pandemic.

Below are some of the exciting news we would like to share with you:

1. The Annual General Meeting (AGM) was held on September 12, 2020. Board members participated onsite while respecting social distance protocols, while others participated virtually online. The board members participated in our annual orientation on October 1, 2020.
2. Our downtown branch relocation project is well underway. We have suspended all programs and services offered at 130 Dundas location and will begin renovation work at the new site (407 Huron Street) starting in November, 2020.
3. We wish to express our sincere thanks to all those who have made it possible for us to receive CELHIN COVID-19 Emergency Funds that gave us the ability to distribute essential items such as grocery gift cards, phone and tablets with sim cards, and personal equipment, to our vulnerable clients and their family members. We also thank the Ministry of Health for the Community Infrastructure Capital Funding that will be used to perform minor renovation projects at the North York and the Scarborough offices.
4. We continue to tighten our Infection Prevention and Control (IPAC) measures to respond to the second wave and third stage of re-opening. We ensure adequate PPEs to support our employees, both onsite and off-site work. We encourage everyone to get flu shots and be tested if you experience any COVID-19 symptoms.

5. We continue to work collaboratively with our Ontario Health Team Partners to achieve the province's objectives: (1) to better client experience; (2) to better health outcomes; (3) to create better value; and (4) to better provider experience. Hong Fook is proud to be a formal partner of the Scarborough Ontario Health Team.
6. With the cancellation of the on-site Volunteer Appreciation event this year, the Membership, Volunteer and Board Development Committee is preparing a surprise for all volunteers, which will be sent out in early December.
7. The Service Development and Quality Committee has changed its name to Quality, Safety, and Risk Management Committee (QSRM) to highlight our commitment to minimizing risk and enhancing safety.
8. The Finance and Human Resources Committee has changed its name to Finance, Human Resources and Information Technology Committee (FHRIT) to heighten our awareness of the IT and security system issues.

We are also delighted to report that four new members (Carl Ching, Eric Ngai, Hillson Tse, and Winnie Tsang) and one returning member (Charles Xie) have joined our board of directors.

Stay safe and well!



Board of Directors 2020 - 2021

From left to right

Front Row: Meilin Ma, John Park, Winnie Tsang, Bonnie Wong
 Back Row: Carl Ching, Kevin Zhang, Ramon Tam, Eric Ngai,
 Sherman Hui, Hillson Tse

Not Present: Charles Xie, Janice Chu

The Quality Journey

Final Stages of Preparing for the Accreditation Canada Primer Survey Scheduled for December 6th – 9th, 2020

Written by Christel Galea, Accreditation Consultant

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, volunteers & students). As the date draws near, let's reflect on some of the many achievements Hong Fook has integrated into the organization & practice.

- Word Cloud of staff values created confirming Hong Fook's Values
- Increased knowledge and resources dedicated to Infection Prevention & Control (IPAC), with a focus on new policies and procedures, supplying Personal Protective Equipment kits, establishing a one-month inventory, increasing in hand hygiene stations, and establishing cleaning regimes to meet IPAC standards
- Flu immunization strategy and reporting
- Hand Hygiene peer audits
- Ethics Framework adopted to apply to ethical dilemmas using the IDEA Tool
- Current and relevant Policies & Procedures available online
- Use of a new Home & Safety Risk Assessment & Environmental Scan to identify client & staff risks on admission, and ongoing
- Annual education plan in place with core activities
- Fire drills & emergency evacuation reviewed, revised & applied to practice
- Joint Occupational Health & Safety Committee compliance review including developing new Terms of Reference, inspection forms, policies, certification of members, development of a Healthy Workplace Environment (HWE) Plan (in progress)
- Implementing the Employee Satisfaction Survey with excellent results

- And many more quality, risk and client and staff safety initiatives

During the next few weeks, additional information will be shared with the Hong Fook team to provide up to date facts about important topics to increase the team's knowledge and share with the surveyors.

Keep up the great work and We are almost there!



Our newsletter invites Hong Fook staff, volunteers, clients and family members to write a short article in their mother tongue. In this issue, Liping Peng, Mandarin Mental Health Worker from Integrated Community Program shared this year's Mid-Autumn Festival Celebration among the Mandarin senior group through Zoom.

由于疫情缘故，今年华乐园的中秋庆祝不同以往。当我看到超过60位老人的笑脸同时出现在Zoom视频上时，非常感动，因为那背后承载的是我们老人和义工们不懈的努力和付出。

第一位发言的王大姐，今年92岁。小时候在国内只上过3个月的扫盲班。智能手机根本不会用，即使翻盖手机也一拨就错。她与女儿一家分住两处。自疫情以来，基本与外界断了联系。云聚会前晚，义工亲自上门告诉

她今天的联欢会，在女儿的帮助下，得以和大家见面。

唱英文歌的丛老师，今年90岁。从大陆到台湾，台湾到加拿大。可她《献给妈妈》的诗朗诵，满满的是关东情。老人家记忆力超好，歌词，歌曲创作的背景，记得清清楚楚。老人家独居几十年。现在，华乐园是她重要的精神寄托。

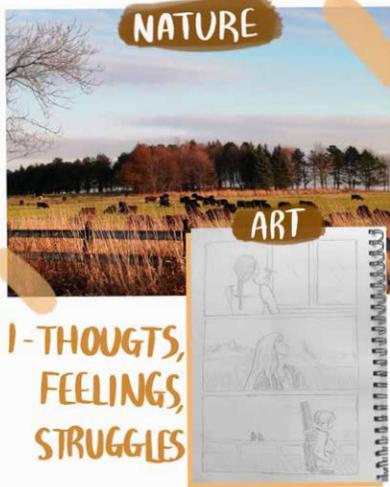
自编自演《退休大军军歌》的阿姨，也年满80了。那位用全民K歌演唱的郭大姐，因为孩子孙儿都在家上班和学习，屋里没地方可供她参加联欢会并演唱，于是昨天在后院录下，今天播放。

人都有老的时候，看到这么一群老朋友，每周聚一聚，还能有这么饱满的热情，编，演，参与，是一件多么幸福的事情。



Screenshots of seniors finding space at home to perform at the online celebration

Photos Needed for **My Script My Voice** – A Youth-Centred Multimedia Project



Our Youth and Family Program, together with the Factor-Inwentash Faculty of Social Work, University of Toronto and the Asian Canadian Living Archive, has kicked off a youth-centred multimedia project #MyScriptMyVoice. The project, facilitated by our Youth Advisory Committee, aims to showcase the experiences of East Asian youth during the COVID-19 pandemic. This visual storytelling approach also serves as a medium of youth empowerment and knowledge co-creation.

If you are or know an East Asian youth aged 12-25 in GTA, don't wait! The first 50 participants will be given a free bubble tea sponsored by Presotea Toronto.

Refer to these sample photos, snap a picture or dig out one from your social



media account, to show us how COVID-19 has impacted your mental health, your relationship, how you have taken care of yourself and others, and even your experiences with anti-Asian racism during these challenging times. Send the photos to jchiu@hongfook.ca with a line of description by the end of November. You could find more information at www.myscriptmyvoice.com.

Upcoming Programs & Activities



On-Site Programming

Pre-registration required due to max limit of 5 participants

Call to register 416-493-4242 ext. 0

Chinese Knitting Club

@ Midland Office

Every Tuesday, 12:30pm-2:30pm

Korean Book Club

@ North York Office

Every Friday in August

2nd Tuesday of every month, 10:30am-11:30am

Vietnamese Recovery Program

@ North York Office

Every other Thursday, 10:30am-12:00pm

Virtual Programming

- Visit monthly calendar at www.hongfook.ca/association to check upcoming programs
- Subscribe to Hong Fook YouTube Channel www.youtube.com/c/hongfookmha/playlists to watch recorded mental health webinars and exercise sessions in different languages.

NPLC Updates

Our HF Connecting Health Nurse Practitioner-Led Clinic (NPLC) is staying connected with our clients in various ways, phone consultation, in-person consultation, flu clinic for clients, free online webinars and etc. Please visit our website at <https://hongfook.ca/clinic/> to understand more about the NPLC or give us a call at 416-479-7600 for any questions.

Have you got your Flu Vaccine yet?

Vaccination against influenza will be important



this fall given the potential for the co-circulation of COVID-19. Preventing the flu will be important not only to protect individual health and health of families and communities, but also to protect and mitigate impacts on our health care system.

The Ontario Ministry of Health's Universal Influenza Immunization Program (UIIP) offers influenza vaccine free of charge each year to all individuals six months of age and older who live, work or go to school in Ontario. Please contact your primary health care provider for details and suggestions. Please check the link for your nearest location. <https://www.ontario.ca/page/flu-shot-clinics>

Since COVID-19, Hong Fook has been running at 120% of our capacity. Thank you for being with us in these unprecedented, challenging times. Thanks to your contribution, more clients have been well equipped with digital devices to keep their regular routine and share their increasing stress with peers; clients with financial uncertainty can meet their rent payment schedules, instead of ending up with sleeping on street; clients who are lack of food or short of essential personal protection equipment, can receive timely supplies, which also prevent them from being triggered with even more severe mental health issues; youth studying at home who feel disconnected from their friends and lose their interest in anything except becoming addicted to screens, could talk to our Youth Walkin Counselling Clinician virtually and freely. With the second wave coming and winter around the corner, your donation is needed more than ever.

Joining Hong Fook's Journey *Written by Chase Tang, Hong Fook Ambassador*

Hong Fook really is a special organization, one of the few organizations that specialize in working with the Asian community within the GTA. As we know, mental health and mental illness is less commonly talked about within the Asian culture. Without Associations like Hong Fook and the fundraising efforts from the Foundation, many people from Asian community within Toronto would have very few places to go for mental illness management and recovery support, especially if English is not their first language.

In June, myself and Hong Fook collaborated on a video shoot to create more awareness of mental health, and to showcase how even if things seem okay on the

surface there might be a more serious underlying issue internally.

The following month in July, I supported the Radiothon fundraising week cohosted by the Foundation and SingTao A1 Radio, which was a massive success!

Impressed by their great work, recently I have brought in a business partner, the Taiwanese brand Presotea with over 400 locations globally, to sponsor the My Script My Voice youth project.

I hope 2020 to be the first of a very successful partnership between myself and Hong Fook.

To Actualize the Peer Positive Concept, It Takes a Village *Written by Moshe Sakal, Peer Coach*

On the Global Peer Support Celebration Day in October, I would like to take a few minutes and celebrate with all of you the great work our Peer Support Workers, Jason and Hearn, and our current volunteers have been doing. For their courage and commitment in helping us develop our peer support programs, especially over the last few months.

Currently we've managed to bring peer support groups to four of our communities – Cantonese, Korean, Mandarin, and Vietnamese, and we're seeing the positive impact it's having on people's recovery in these early stages.

All of these cannot be achieved without the support from our Integrated Recovery Program Workers and Program Lead Fei in helping us develop these programs and the collaboration with Hope+Me-Mood Disorders Association of Ontario.

I also want to thank all of our staff and our senior management for supporting the development of the Peer Positive initiative, our peer programs and recognizing the value of the peer perspective. Your openness and willingness

to try new things and new approaches to mental health care has made a difference.

Last but not least, sincere thanks to all our donors. In every \$100 from you, \$30 goes to the Integrated Recovery and Community Program, including our Peer Support Program. Your support has helped more peer leaders complete the training, practice their group facilitation and care support skills, receive training allowance, and develop their career path in the peer support field. This is so meaningful to their life, help them find the hope and reconnect them back to the community.

On a personal note, I've been a part of the peer support field for almost 10 years, and I had a chance to reflect on my own personal journey today. It's been really rewarding and a privilege to offer support to peers over the years, and to encourage them to discover the leader within themselves. I appreciate having the chance to work with all of you at this stage in my career and the opportunity to be the Peer Coach at Hong Fook. It's a wonderful experience.



Chase Tang (left) with the Presotea owner presenting their sponsored gift cards and vouchers at Hong Fook headoffice

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