

Take the Mental Health Journey Together

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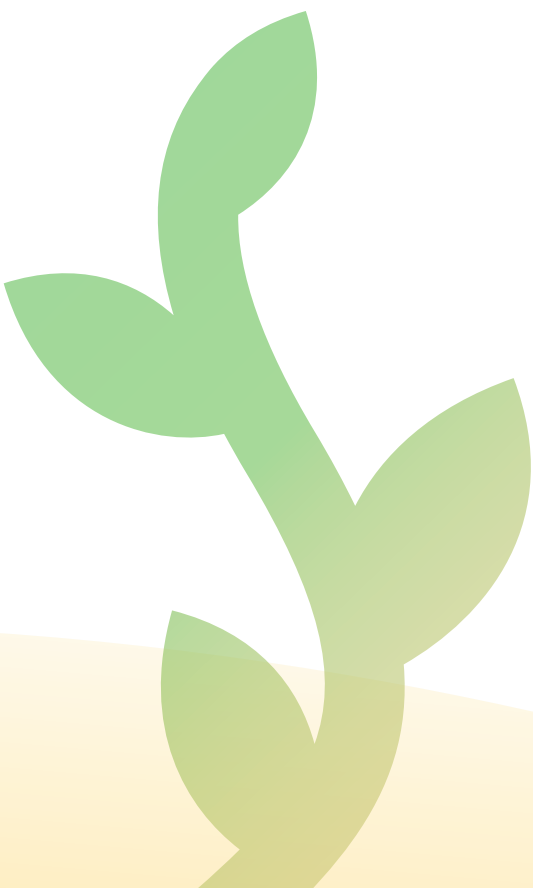


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MESSAGE FROM THE PRESIDENT & THE EXECUTIVE DIRECTOR



President: John Park
Executive Director: Bonnie Wong

New normal in a resilient way

Pandemic has disrupted or halted critical mental health services in 93% of countries worldwide, while the demand for mental health support is increasing. Most mental health care was under-resourced and under-prepared, struggling to manage both existing and new clients. There was also a dramatic increase in demand for services, especially new referrals to crisis services and community services.

In the past one and half years, Hong Fook has modified our service provision in order to better respond to the needs of our clients, family members, program participants and volunteers during the crisis. We have adopted strategies including:

- launching rapid implementation of virtual visits and consultations;
- prioritizing the wellness of employees to prevent and manage provider burnout– ensuring adherence to professional boundaries of practice and promoting collaboration between providers with complementary scopes of practice equipped to provide clients with comprehensive care;
- raising awareness/training opportunities for culturally appropriate mental health care and wellness programs for clients and service providers to reduce stigma, discrimination, and inequity to access care;
- facilitating equal access to information/resources and addressing pandemic-induced anti-Asian racism by sharing COVID-19 daily situation reports from all levels of government, and information related to COVID-19 testing, vaccination, access to PPEs and food, IT devices to support the access to digital care, etc. We collaborate with the local Ontario Health Teams, three levels of government, United Way Greater Toronto and other community organizations to address the

challenges of stigma, racism and fear and to improve client and staff satisfaction; and

- heightening the infection and prevention control to protect the health and safety of our clients and employees by refreshing relevant policies and procedures, offering in-service training and on-site monitoring to comply with the public health guidelines and measures.

This has been a very challenging year. We have been not only responding to the pandemic crisis but also progressing on to the recovery journey. Our Association has successfully relocated the Downtown branch from 130 Dundas to 407 Huron, completed the first accreditation survey, and expanded our youth, family and senior programs to improve social isolation because of school closures and lock downs. All this was made possible because of the great resiliency of each and every dedicated individual that make up Hong Fook.

In sum, we would like to express our sincere thanks and gratitude to:

- all the clients, family members, volunteers, staff, committee members and board of directors for their trust, support and dedication to Hong Fook’s mission;
- different levels of government, United Way Greater Toronto and community partners for their guidelines, emergency funds and PPEs to keep us safe and healthy; and
- all the donors, funders, and sponsors for their generous donation and unfailing support.

We look forward to receiving your continuous support while we are in the process of preparing for our 2021-2024 Strategic Plan. Your advice and support are invaluable to us as always.

MESSAGE FROM THE PRESIDENT & THE EXECUTIVE DIRECTOR



主席：朴峻碩



行政總監：黃吳淑芳

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

新常態的抗逆力

新冠肺炎疫情嚴重，擾亂或中止了全球93%國家的心理健康服務，可是對心理健康支援服務的需求卻在增加。大多數心理健康服務的資源和準備都是不足夠，難以應付現有和新的服務使用者。與此同時，對服務的需求，特別是在危機新轉介個案和社區服務方面卻大幅增加。

在過去一年半裡，康福修改了提供服務的措施，以便在這段危機期間能更好地應對服務使用者、家屬、活動參加者及義工的需要。我們採取的策略包括：

- 快速啟動網上診症和諮詢服務；
- 優先考慮員工的身心健康，以防他們筋疲力竭。要確保遵守專業守則的界綫，同時促進服務提供者之間的協調，互為補充，為服務使用者提供全面的照顧；
- 提高服務使用者和服務提供者對切合文化需要的心理健康服務和身心健康項目的意識和培訓機會，以減少污名化、歧視和不公平獲得心理健康服務的情況；
- 透過分享來自三級政府的新冠疫情每日最新情況報告，和有關新冠病毒檢測、疫苗、獲得個人防護裝備及食物、資訊科技設備以獲得數碼護理等方面的資訊，促進平等獲得資訊/資源和應對由新冠肺炎引起的反亞裔種族主義。我們與地區的安省醫療團隊、三級政府、大多倫多公益金及其他社區組織協作，以應對污名化、種族主義和恐懼的挑戰，同時提高服務使用者和員工的滿意度；及
- 透過更新相關的政策和程序，加強對感染和預防的控制，以保護服務使用者和員工的健康和安全。我們提供在職培訓和實地監控，以遵守公共衛生的指引和措施。

這一年是非常具有挑戰性，我們不單要應付疫情危機，還能在復康路上取得進展。協會成功把位於市中心登打士西街(Dundas St.) 130 號的辦事處搬遷至曉倫街(Huron St.) 407號，完成了首個認證調查，擴充了青少年、家庭和長者計劃，以改善由於學校關閉和社區封鎖而造成的社交隔離。這一切成果實有全賴康福每位人員的極大抗逆力。

我們衷心感謝以下的人士及機構：

- 所有服務使用者、家屬、義工、員工、委員會成員和董事，感謝你們對康福的信任、支持和奉獻；
- 三級政府、大多倫多公益金和各社區合作夥伴，感謝你們提供指引、緊急資助和個人防護裝備，讓我們保持健康和安全；及
- 所有捐助者、資助者和贊助者，感謝你們的慷慨捐贈和不斷支持。

我們現正籌備2021-2024年的策略計劃，期望繼續得到你們的支持。你們的建議和支持對我們一直都是相當寶貴的。

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

提升抗逆力，适应新常态

新型冠状病毒大流行病已在全球93%国家中扰乱或中断了心理健康服务，而对心理健康支持服务的需求却在增加。大多数心理健康服务资源和准备都不足，难以应付现有的和新增的服务对象。与此同时，对服务的需求在急剧增加，特别是在应对危机和社区服务方面的需求更显突出。

在过去一年半里，康福修改了提供服务的措施，以便在这段危机期间能更好地应对我们的服务对象及其家属、项目参与者及志愿者的需求。我们采取的策略包括：

- 启动了虚拟评估和咨询服务的快速实施；
- 优先考虑员工的身心健康，以防他们筋疲力竭。确保员工遵守专业守则的界线，同时促进与服务对象之间的协作，互为补充，为服务对象提供全面的关怀；
- 为提高服务对象和服务提供者对文化上合适的心理健康保健和身心健康项目的认识和培训机会，以减少污名化、歧视和获得保健服务的平等；
- 通过共享来自各级级政府的新冠疫情每日情况报告以及有关新冠病毒检测、疫苗接种、获取个人防护装备和食物、IT设备相关的信息，促进平等获得信息/资源并应对由新冠大流行引起的反亚裔种族主义。我们与地区的安省医疗团队、各级政府、大多伦多公益金（United Way）及其它社区机构协作，以应对污名化、种族主义和恐惧的挑战，并提高服务对象和员工的满意度；
- 通过更新相关的政策和程序，加强对感染和预防的控制，提供在职培训和实地监测来保护我们的服务对象和员工的健康和安全，以遵守公共卫生的指南和措施。

这是非常具有挑战性的一年。我们不仅要应对疫情危机，而且还要让我们的心理健康工作恢复到正常。我们协会已成功将位于市中心登打士西街(Dundas St.) 130 号的分部搬迁至晓伦街(Huron St.) 407号，并完成了首个认证调查，扩大了青少年、家庭和长者计划，以改善由于学校关闭和社区封锁而造成的社交隔离。所有这一切之所以成为可能，是因为康福的每位员工都表现极大的叛逆韧性。

总之，我们衷心感谢以下的人士及机构：

- 感谢所有服务对象及其家属、志愿者、员工、委员会成员和董事，感谢你们对康福的信任、支持和奉献；
- 感谢各级政府、大多伦多公益金和各社区合作伙伴，感谢您们提供的指导方针、应急资金和个人防护装备，以确保我们的安全 and 健康；
- 感谢所有捐助者、资助者和赞助者，感谢您的慷慨捐赠和不懈支持。

我们现正筹备2021-2024年的策略计划，期望继续得到你们的支持。你们的建议和支持对我们而言，一直都是相当宝贵的。

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

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

Bình thường mới một cách kiên cường

Đại dịch đã làm gián đoạn hoặc tạm dừng các dịch vụ chăm sóc sức khỏe tâm thần quan trọng ở 93% quốc gia trên toàn thế giới, trong khi nhu cầu hỗ trợ sức khỏe tâm thần ngày càng tăng. Hầu hết các dịch vụ chăm sóc sức khỏe tâm thần đều thiếu nguồn lực và thiếu chuẩn bị, gặp khó khăn trong việc quản lý cả khách hàng hiện tại và khách hàng mới. Nhu cầu về các dịch vụ cũng tăng mạnh, đặc biệt là các giới thiệu mới đến các dịch vụ khủng hoảng và các dịch vụ cộng đồng.

Trong một năm rưỡi qua, Hong Fook đã sửa đổi cung cấp dịch vụ của chúng tôi để đáp ứng tốt hơn nhu cầu của khách hàng, các thành viên trong gia đình, những người tham gia chương trình và tình nguyện viên trong thời kỳ khủng hoảng. Chúng tôi đã áp dụng các chiến lược bao gồm:

- triển khai nhanh chóng các cuộc thăm khám và tham vấn trực tuyến;
- Ưu tiên sức khỏe của nhân viên để ngăn ngừa và quản lý tình trạng kiệt sức - đảm bảo tuân thủ các ranh giới chuyên môn của thực hành và thúc đẩy sự hợp tác giữa các nhà cung cấp với các phạm vi thực hành bổ sung được trang bị để cung cấp cho khách hàng dịch vụ chăm sóc toàn diện;
- nâng cao nhận thức / cơ hội đào tạo về các chương trình chăm sóc sức khỏe tâm thần và sức khỏe phù hợp với văn hóa cho khách hàng và nhà cung cấp dịch vụ để giảm kỳ thị, phân biệt đối xử và bất bình đẳng trong việc tiếp cận dịch vụ chăm sóc;
- tạo điều kiện tiếp cận bình đẳng thông tin / tài nguyên và giải quyết nạn phân biệt chủng tộc chống người châu Á do đại dịch gây ra bằng cách chia sẻ báo cáo tình hình hàng ngày COVID-19 từ tất cả các cấp chính quyền và thông tin liên quan đến xét nghiệm COVID-19, tiêm chủng, tiếp cận PPE và thực phẩm, các thiết bị CNTT

협회장과 사무장의 인사말

협회장: 박준석 John Park 사무장: 보니 왕 Bonnie Wong

회복력 있는 새로운 일상

세계적으로 정신건강서비스에 대한 수요는 증가하고 있음에도 감염증 대유행으로 인해93%의 국가에서 주요 정신건강서비스들이 유지에 곤란을 겪거나 중단되는 상황이 지속되어 왔습니다. 대부분의 정신건강서비스 제공자는 자원과 준비의 부족으로 새로운 클라이언트 뿐 아니라 기존의 클라이언트를 돌보는 일에만까지 어려움을 겪었습니다. 서비스들 중에서도 특히 응급서비스와 지역사회 서비스에 대한 수요는 급격한 증가를 보였습니다.

클라이언트와 그 가족, 프로그램 참여자와 봉사자들의 긴박한 필요에 보다 효과적으로 부응하기 위하여 지난 1년 반 동안 홍폭은 제공하는 서비스에 변화를 주었습니다. 우리는 다음과 같은 전략들을 채택하였습니다.

- 원격 방문 및 상담의 신속한 도입 추진
- 서비스 제공자 번아웃 방지, 관리를 위한 직원 건강 우선화, 이로 인한 전문가로서의 업무 경계 준수 보장 및 더욱 포괄적인 서비스 제공에 있어 상호보완적 업무범위를 가진 서비스 제공자 간 협력 촉진
- 서비스 접근 과정의 낙인, 차별, 불평등 해소를 위하여 문화적으로 적절한 정신건강관리 서비스 및 건강 프로그램에 대한 인식과 훈련 기회 증진
- 코로나바이러스 감염증-19에 대한 모든 단계 정부의 일일상황보고 및 감염증 검사, 백신 접종, 개인보호장비/식료품/정보통신기기에 대한 접근성 등 정보 제공을 통해 정보와 자원에의 동등한 접근을 도모하며 감염증 대유행으로 인한 반아시아인 인종차별에 대처 (우리는 낙인, 인종 차별과 그에 대한 공포와 같은 난관을 극복하고 클라이언트와 직원 모두의 만족도를 높이기 위하여 지역 온주 보건팀, 각 단계의 정부, 온주 유나이티드 웨이를 포함한 여러 지역사회단체들과 협력하고 있습니다.)
- 클라이언트와 직원의 건강과 안전 보호를 위한 관련 정책과 절차 갱신 및 공중보건 지침과 조치 준수에 대한 업무 교육과 현장 감독을 통한 감염 및 예방 통제 강화

을 해는 아주 어려운 한 해였습니다. 우리는 감염증의 대유행에 맞서 왔을 뿐 아니라 회복의 여정에 있어 역시 진보해왔습니다. 우리 협회는 다운타운 지부를 130 Dundas에서 407 Huron으로 성공적으로 이전하였을 뿐 아니라 첫 인용 평가를 마쳤으며 학교 폐쇄와 봉쇄로 인한 사회적 고립 문제를 개선하기 위하여 청소년, 가족 및 노인 프로그램들을 확장하였습니다. 이 모든 것은 홍폭을 구성하는 모든 헌신된 개개인의 뛰어난 회복력 덕분에 가능했습니다.

끝으로 다음과 같은 깊은 감사의 뜻을 전하고자 합니다.

- 클라이언트와 그 가족, 봉사자, 직원, 위원회와 이사회 일원들 모두가 홍폭의 사명을 향하여 보여준 신뢰와 지지, 헌신에 대해서
 - 우리의 안전과 건강을 위하여 각 단계의 정부, 광역 토론토 유나이티드 웨이, 지역 협력단체들이 제공하여 준 지침, 긴급 지원금, 개인보호장비들에 대해서
 - 모든 기부자, 자금 지원자, 스폰서들의 관대한 기부와 한결같은 지지에 대해서
- 앞으로2021-2024년도 전략을 계획하는 과정에도 여러분의 지속적인 후원을 기대합니다. 여러분의 조언과 지지는 우리에게 항상 소중합니다.

để hỗ trợ tiếp cận dịch vụ chăm sóc kỹ thuật số, v.v. Chúng tôi hợp tác với Nhóm Y tế Ontario tại địa phương, ba cấp chính quyền, United Way Greater Toronto và các tổ chức cộng đồng khác để giải quyết những thách thức về kỳ thị, phân biệt chủng tộc và nỗi sợ hãi cũng như cải thiện sự hài lòng của khách hàng và nhân viên; và

- tăng cường kiểm soát lây nhiễm và phòng ngừa để bảo vệ sức khỏe và sự an toàn của khách hàng và nhân viên của chúng tôi bằng cách làm mới các chính sách và thủ tục liên quan, cung cấp đào tạo tại chỗ và giám sát tại chỗ để tuân thủ các hướng dẫn và biện pháp y tế công cộng.

Đây là một năm đầy thử thách. Chúng tôi không chỉ ứng phó với cuộc khủng hoảng đại dịch mà còn đang tiến tới hành trình phục hồi. Hiệp hội của chúng tôi đã di dời thành công chi nhánh Downtown từ 130 Dundas đến 407 Huron, hoàn thành cuộc khảo sát công nhận đầu tiên, và mở rộng các chương trình dành cho thanh thiếu niên, gia đình và người lớn tuổi của chúng tôi để cải thiện sự có lập xã hội do trường học đóng cửa và khóa cửa. Tất cả điều này có được là nhờ vào khả năng phục hồi tuyệt vời của mỗi cá nhân tận tâm tạo nên Hong Fook.

Tóm lại, chúng tôi xin chân thành cảm ơn và tri ân tới:

- tất cả các khách hàng, thành viên gia đình, tình nguyện viên, nhân viên, thành viên ủy ban và ban giám đốc vì sự tin tưởng, hỗ trợ và cống hiến của họ cho sự mệnh của Hong Fook;
- các cấp chính phủ khác nhau, United Way Greater Toronto và các đối tác cộng đồng về các hướng dẫn, quỹ khẩn cấp và PPE của họ để giữ cho chúng ta an toàn và khỏe mạnh; và
- tất cả các nhà tài trợ, nhà tài trợ và nhà tài trợ vì sự đóng góp hào phóng và hỗ trợ không ngừng của họ.

Chúng tôi mong nhận được sự hỗ trợ liên tục của bạn trong quá trình chuẩn bị cho Kế hoạch Chiến lược 2021-2024. Lời khuyên và sự hỗ trợ của bạn luôn là vô giá đối với chúng tôi.

សារលិខិតពីលោកប្រធាននិងនាយកប្រតិបត្តិ

ប្រធានលោកចន ប្រាក់ John Park នាយកប្រតិបត្តិ៖ធួន វង Bonnie Wong

ផ្ដើមធុរកាមរបៀបថ្មី

ជំងឺរាតត្បាតបានបង្កាក់ឫបឈ្នប់សេវាកម្មសុខភាពសាធិរាម្មណ៍សំខាន់ៗនៅក្នុងប្រទេសចំនួន ៩៣% នៅទូទាំងពិភពលោក ខណៈដែលតម្រូវការនៃការគាំទ្រសុខភាពសាធិរាម្មណ៍កំពុងកើនឡើង។ ការថែទាំសុខភាពសាធិរាម្មណ៍ភាគច្រើនត្រូវបានផ្គត់ផ្គង់និងរៀបចំមិនទាន់បានឆ្លុះឡើយទេ កំពុងតែពិនិត្យដើម្បីគ្រប់គ្រងរាធិពិននដែលមានស្រាប់និងរាធិពិននថ្មី។ មានការកើនឡើងជំនួញទឹកដីសម្រាប់ផងដែរ នៅសេចក្ដីត្រូវការសេវាកម្មទាំងឡាយ ជាពិសេសការបញ្ជូនថ្មីៗទៅសេវាកម្មប្រតិបត្តិនៃសេវាកម្មសាធារណៈ។

ក្នុងរយៈពេលមួយឆ្នាំកន្លះកន្លងមក ហុងហ្គុកបានកែប្រែការផ្តល់សេវាកម្មរបស់យើងដើម្បីឆ្លើយតបនិងតម្រូវការរបស់រាធិពិនន សមាជិកគ្រួសារ អ្នកចូលរួមកម្មវិធី និងអ្នកស្ម័គ្រចិត្តទាំងឡាយ ក្នុងពេលមានវិបត្តិ។ យើងបានរុះរើរុញឆ្លុសស្រាវជាងឡាយរួមមាន៖

- ចាប់ផ្ដើមដំណើរការអនុវត្តយ៉ាងនាំបំរើសន្ទវការជួបនិងពិគ្រោះយោបល់តាមប្រយោល
- ផ្តល់អាទិភាពដល់សុខុមាលភាពរបស់និយោជិកដើម្បីការពារនិងគ្រប់គ្រងភាពឆ្ងល់ច្រឡំរបស់អ្នកផ្តល់សេវាកម្ម-ដោយធានាអ្នកការប្រកាន់ខ្ជាប់នូវព្រំដែនវិជ្ជាជីវៈនៃការអនុវត្តនិងលើកកម្ពស់កិច្ចសហការរវាងអ្នកផ្តល់សេវាដែលមានវិស័យនៃការអនុវត្តន៍នីវាសលក្នុងការផ្តល់ជូនរាធិពិនននូវការយកចិត្តទុកដាក់ខ្ពស់
- លើកកម្ពស់ការយល់ដឹង / ឱកាសការបណ្ដុះបណ្ដាលសម្រាប់កម្មវិធីថែរក្សាសុខភាពសាធិរាម្មណ៍និងកម្មវិធីសុខុមាលភាពដែលសមស្របតាមប្បធម៌ សម្រាប់រាធិពិនននិងអ្នកផ្តល់សេវាកម្ម ដើម្បីកាត់បន្ថយការមាក់ងាយ ការរើសអើង និងវិសមភាពក្នុងការទទួលបានការថែទាំ។
- ជួយសម្រួលដល់ការទទួលបានព័ត៌មាន / ធនធានស្ទើៗគ្នានិងការដោះស្រាយការរីករាលដាលកើនឡើងនៃការរើសអើងជាពិសាសន៍ប្រឆាំងអាស៊ីតាមរយៈការថែរក្សាលែកចាយការណ៍ស្ថានភាពប្រចាំថ្ងៃរបស់កូរីដ-១៩ ពីវិជ្ជាភិបាលគ្រប់ជាន់ថ្នាក់និងព័ត៌មានដែលទាក់ទងនឹងការធ្វើស្ទែកូរីដ-១៩, ការចាក់វ៉ាក់សាំង ការចូលទៅទទួលប្រើឧបការណ៍ការពារជំងឺ និងសៀវភៅអាហារ ឧបការណ៍បច្ចេកវិទ្យាព័ត៌មានដើម្បីគាំទ្រដល់ការទទួលបានសេវាថែទាំនៃបច្ចេកវិទ្យា។ ល។ យើងសហការជាមួយអ្នកសុខាភិបាល ធួនរួនធារីយ៉ូក្នុងមូលដ្ឋាន រដ្ឋាភិបាលបីថ្នាក់ យូណែស្កីតវីនៃតំបន់តំរូវឱ្យគ្រងធុរនុវត្ត និងអង្គការសាធារណៈដទៃៗទៀតដើម្បីដោះស្រាយបញ្ហាប្រឈមនៃការមាក់ងាយ ការរើសអើងជាពិសាសន៍ និងការភ័យខ្លាច និងដើម្បីធ្វើរោយរាធិពិនននិងបុគ្គលិកកាន់តែពេញចិត្តឡើង។ និង
- បង្កើនការគ្រប់គ្រងនៃការឆ្លងនិងការពារ ដើម្បីរក្សាសុខភាពនិងសុវត្ថិភាពដល់រាធិពិនននិងនិយោជិករបស់យើង ដោយការត្រួតពិនិត្យឡើងវិញធុរនោលនយោបាយនិងនីតិវិធីពាក់ព័ន្ធ ការផ្តល់ការបណ្ដុះបណ្ដាល និងការត្រួតពិនិត្យនៅនិងកន្លែង ដើម្បីគោរពតាមគោលការណ៍ណែនាំនិងវិធានការសុខភាពសាធារណៈ។

ឆ្នាំនេះជាឆ្នាំដែលមានភាពពន់ពេកសំ។ យើងមិនត្រឹមតែឆ្លើយតបទៅនឹងវិបត្តិរាតត្បាតប៉ុណ្ណោះទេ តែយើងក៏កំពុងតែធ្វើរោយមានដំណើរការទៅមុខ នូវដំណើរនៃការជាសះស្បើយឡើងវិញផងដែរ។ សមាគមរបស់យើងបានផ្លាស់ប្ដូរសាមាគមវិធានយើងនាម៉ោនពី១៣០ ផ្លូវជាងដាសាវទៅ ៤០៧ ផ្លូវហ៊ុរីន បានបញ្ចប់ការស្ទង់មតិដោយមានភាពទទួលស្គាល់ជាលើកដំបូង និងការប្រតិបត្តិកម្មវិធីយុវជន គ្រួសារនិងកម្មវិធីមនុស្សជាសំរាប់យើងដើម្បីកែលម្អភាពនៅជាន់ឆ្ងាយពីសង្គម ដោយសារតែការបិទសាលារៀននិងបិទការឆ្លងកាត់។ ទាំងអស់នេះអាចដើម្បីទៅបានដោយសារតែភាពធន់ទ្រាំទ្រទាំងនេះរបស់ខ្ពស់របស់អ្នកគ្រប់ៗគ្នាដែលបង្កើតបានជាហុងហ្គុក។

សូមមកយើងសូមថ្លែងអំណរគុណយ៉ាងជ្រាលជ្រៅនិងគុណចំពោះ៖

- រាធិពិននទាំងអស់ សមាជិកគ្រួសារ អ្នកស្ម័គ្រចិត្ត បុគ្គលិក សមាជិកគណៈកម្មាធិការ និងប្រធានមតិកនាំសម្រាប់ការរៀ្យទុកចិត្ត ការគាំទ្រ និងការលះបង់របស់ពួកគេចំពោះបេសកកម្មរបស់ហុងហ្គុក។
- គ្រប់ជាន់ថ្នាក់នៃរដ្ឋាភិបាល យូណែស្កីតវីនៃតំបន់តំរូវឱ្យកូរីដូ និងវ៉ែន្ទុសសាធារណៈសម្រាប់គោលការណ៍ណែនាំ មូលនិធិបន្ទាន់និង ឧបការណ៍ការពារជំងឺឆ្លង ដើម្បីការពារយើងឱ្យមានសុវត្ថិភាពនិងសុខភាពនិង
- ម្ចាស់ជំនួយ អ្នកផ្តល់មូលនិធិ និងអ្នកឧបត្ថម្ភទាំងអស់ សម្រាប់ការបរិច្ចាគជីសប្បុរសនិងការគាំទ្រឥតលយបំរាយ។

យើងងចាំទទួលការបន្តគាំទ្ររបស់លោកអ្នក ខណៈពេលដែលយើងកំពុងរៀបចំផែនការយុទ្ធសាស្ត្រ ឆ្នាំ ២០២១-ឆ្នាំ២០២៤ របស់យើង។ ជំបូន្មាននិងការគាំទ្ររបស់អ្នកគឺមានតម្លៃកាន់តែមិនបានសំរាប់ពួកយើងជាដិត។

PROGRAMS AND SERVICES

Walking with clients to ADAPT

In the midst of different challenges from COVID-19, we continue to provide quality service and timely support to clients based on triple “A” principles.

Adaptability: Apart from in-person meetings and phone calls, we expanded our service modality to Ontario Telemedicine Network (OTN), video calls, text and email. For those who were very isolated and not comfortable to come out, our workers continued to pay home visits to

provide emotional support for their mental stability. Workers also spent time to coach clients in learning new technology to maintain communication with others.

Advocacy: COVID-19 has particularly impacted clients with limited financial resources, who lost income due to the lockdowns, and those contracted the virus. We continuously solicited resources from different funders/donors to address clients’ needs. Emergency money, hygiene kits, free cellphone with data plans, laptops and tablets, which were so important to maintain quality life, were provided to clients. Workers also spent hours to call government departments to advocate resources for clients.

Availability: While language barrier and understanding on COVID-19 had deterred some clients from receiving the vaccine, workers made effort to educate clients on the importance of vaccination and facilitated booking appointment for them to get the vaccine. Workers made themselves available to escort clients to the mobile clinics and provided interpretation so that they could go through the process smoothly.

“ The COVID-19 pandemic has tremendously impacted my overall health. I have no family in Canada, just living by myself in a senior building. My fear of dying from COVID-19 was so real when learning more and more seniors were dying every day. I was terrified when hearing the ambulance siren and worried that one day the ambulance would come and take me to the hospital. I lost sleep, cried often and sometimes mixed up my medications. I had fear when going out and I needed help with the essential needs like grocery shopping.

My Mental Health Worker provided psychoeducation on COVID-19, escorted me to the medical appointments and referred me to the community resources. I had my grocery shopping delivered to my door steps since. With a better understanding about COVID-19, I was able to cope with anxiety and fear even hearing the ambulance siren. I continued practicing self-care. Without the mental health support from Hong Fook, I would be lost during this challenging time. ”



Stock Photo

“ This pandemic has been very difficult for many people, as it has taken away a lot of things from all of us, for example loved ones, freedom, and social connection. I used to enjoy the weekly in-person Knitting and Leisure Clubs at Hong Fook, which is a safe space from my triggers at home and to meet new friends. Due to the lock down, I had to spend more time at home and experienced escalating conflicts with my family members.

In February 2021, I unfortunately contracted COVID-19 and may have passed it to my elderly mother. When I was recovered, I was evicted from my home by my siblings, but luckily my Mental Health Worker immediately found a temporary accommodation at a hotel. He understood my needs and was mindful of my health and safety, thus did not recommend the shelter system for me as there were outbreaks at various shelter locations. He spent a lot of time helping me navigate the new community, and even advocated for faster supportive housing services for a more affordable living place. Finally, I moved into a boarding home, where three meals are provided every day. I am very thankful for the care and dedication of my worker. I am also thankful for Hong Fook, for giving me a cellphone so that I can stay connected with my worker and my sibling in Hong Kong. Hopefully, things will be back to normal soon so I can attend more in-person programs again. ”



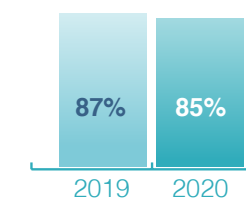
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Continuing to THRIVE as quality champion

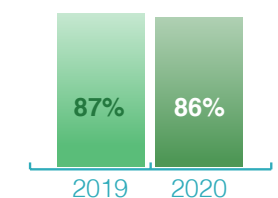
Each year, we use the Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA), a tool endorsed by Accreditation Canada and the Canadian Centre for Accreditation, to assess service users’ perception of care and service satisfaction. In 2020, despite of a short-term service interruption at the beginning of the COVID-19 first outbreak, our overall satisfaction rate with services funded by the Central East Local Health Integration Network is still in line with the past year record. This year, we have also extended our survey scope to caregivers and our clients receiving housing support.

Overall Satisfaction Rate

Case Management



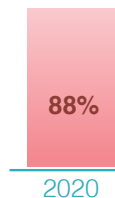
Recovery Programs



Family Support Programs

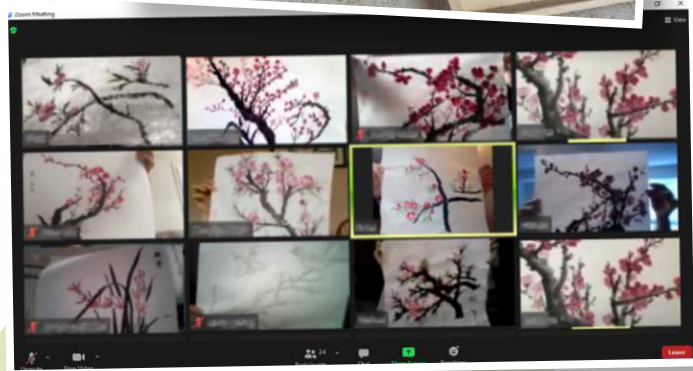


Support within Housing



Thanks to the collaborative work from our Hong Fook board, staff, clients, family members and volunteers and the unfailing support from our community partners and donors, together we have achieved another quality milestone, receiving the Accreditation Primer Award in June 2021. We are sharing and celebrating our quality journey on pages 8 and 9.

Recovery, Family Support, and Community Programs



Recovery Programs during the pandemic

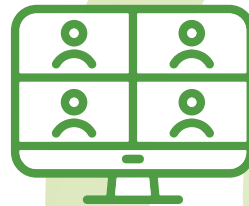
Improving Digital Access to ADAPT

Faced by the digital pivot since the pandemic, our staff team has been proactively seeking government resources and corporate partnerships to provide device support to clients, delivering one-on-one coaching to guide clients to the virtual platform, facilitating inter-generational coaching sessions, and diversifying program modality, to enhance clients' capacity to deal with the adversity from the pandemic, support healthy living style and positive mental health.



77
clients and program participants were provided with tablets or cell phones with data plan

28%
more groups delivered to clients in recovery, compared with the year before COVID-19



From Peel Children's Aid Society

It was a pleasure to collaborate with Hong Fook through a Cultural Competency training opportunity for our staff. They designed this training in alignment with our Agency values with a commitment towards diversity, equity, and inclusion. The feedback from our staff has been both positive and encouraging. Together we found it engaging and valuable to learn about various issues that impact Asian children, youth, and families in Peel, such as: migration stressors, cultural and generational gaps, and the stigma around mental health. Our staff were provided with various tools, engagement strategies and resources to better understand client needs holistically while networking with community support systems.

Supporting service providers to ADAPT

Building capacity of both community members and service providers is one of the priorities in Community Programs' three core "ABC" components, Promoting **A**wareness, **B**uilding Capacity, and Facilitating **C**onnectedness. During the pandemic, Hong Fook has collaborated with a community-engaged action research project, PROTECH (Pandemic Rapid-response Optimization To Enhance Community-Resilience and Health), and delivered five rounds of PACER Training (Pandemic Acceptance and Commitment to Empowerment Response Training) to front-line staff and volunteer leaders.

Our Professional Trainings, including the Journey to Promote Mental Health Training to settlement workers funded by Immigration, Refugees and Citizenship Canada, Mental Health First Aid Basic Training and our Cultural Competency Training, have provided essential and timely tools to front-line workers in different sectors to navigate these challenging times. In response to the increasing burnout issues faced by health care and front-line workers and the gap of post-COVID support at workplace, our Training team is in the process of enhancing our Workplace Wellness training by developing different modules to front-line staff, and to management and leadership team.

From Yee Hong Centre for Geriatric Care

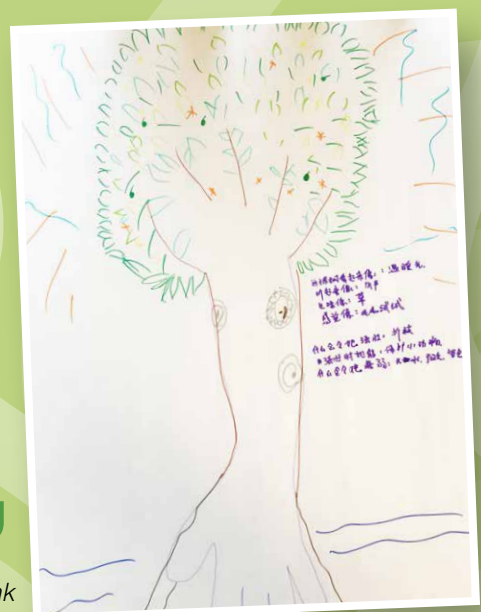
The Mental Health First Aid Basic (Virtual)
Training delivered by Hong Fook was very comprehensive, covering various topics on mental health and substance use. The trainers were very knowledgeable and supportive. We look forward to collaborating with Hong Fook again in the near future.

Empowering peers to THRIVE as leaders

The implementation of co-production is a milestone of our Culturally Competent Recovery College development. By March 2021, 15 peers received the Peer Support Training delivered in partnership with the Mood Disorders Association of Ontario. The trained peers have engaged in the co-production with our Recovery College staff to co-design, co-deliver and co-review the courses based on the CHIME framework, supporting recovery by promoting connectedness, flourishing hope and optimism, rebuilding identity, rediscovering meaning of life and empowering our Recovery College peers. To facilitate the co-creation of the Recovery College's safe and supportive learning space where all peers will grow and thrive, we are in the process of translating the Peer Support Training Manual and aiming to deliver the training in their respective languages.

“ I used to see my mental illness as scars on a tree trunk. Through connecting to peers who resonate with my lived experience, I see the trunk with tree holes protecting small animals from the storm. After completing the Peer Support Training, I decided to become a leader. The co-production model helps me apply the planning and facilitation skills. And I can receive continuous support and guidance from the Community of Practice, a critical complement to the Recovery College. This process has not only enhanced my mental clarity, but also supported me to feel more employment-ready after struggling all these years. Eventually, I got a part-time job and remain an active peer leader to support other peers. ”

The resilient tree trunk drawn by the peer



Committed to measuring Hong Fook's quality and safe care by pursuing accreditation.

Signed the agreement with Accreditation Canada (AC).

Scheduled onsite survey for Dec 9 – 11, 2019.

June 2018

Contracted an Accreditation Consultant.

Established a board-led Accreditation Committee.

Started orientations to all staff, the Board and the Committees.

October 2018

Completed initial surveys (Canadian Patient Safety Cultural Survey and Governance Functioning Tool Survey). Developed action plans based on the identified gaps.

Started to review policies at all levels of the organization.

May 2019

Requested to postpone on-site survey to June 14-17, 2020.

August 2019

Finalized policies and procedures, including 45+ existing policies and procedures and 15+ new policies and procedures.

Formed AC survey team, consisting of staff and the Board of Directors attending scheduled sessions.

February 2020

Provincial Emergency was declared due to the first outbreak of COVID-19. AC postponed all surveys scheduled from March to June. The pandemic also acted as an accelerator in our Quality Journey.

March 2020

OUR QUALITY JOURNEY



“ 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 with a passionate and dedicated staff team. ”

– Kathy Tam and Janice Lace, AC surveyors

Stay tuned for information on our next milestone – Qmentum

NEXT

Received the official report of result with 100% of the primer standards met and awarded with the Primer Status.



June 9, 2021

After having been rescheduled for three times, the on-site audit was finally conducted with focuses on:

- Physical Environment
- Medication Management
- Personnel and Client File Audits



December 6-8, 2020

Due to the pandemic restrictions, the original four-day site survey was divided to two parts, Part A virtual survey and Part B on-site audit. Within the two and half days, 18 survey sessions were conducted, involving 4 board members, 27 staff, 6 clients and 10 community partners, covering areas including:

- Leadership
- Program Planning & Design
- Integrated Quality Management
- Principle-Based Care & Decision Making
- Infection Prevention & Control
- Emergency Preparedness
- Human Capital
- Episodes of Care



June 2020

AC confirmed our new survey dates, December 6 to 9, 2020 and the two re-assigned surveyors, Kathy Tam and Janice Lace.

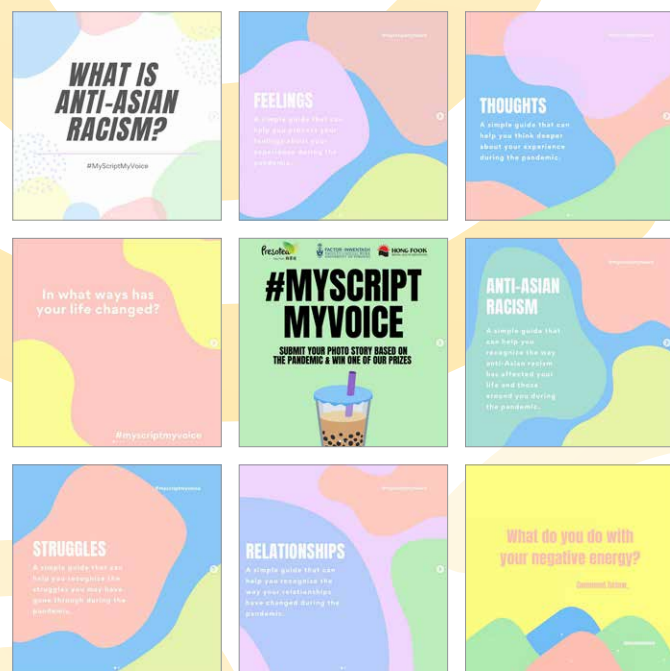


Youth and Family Services

Re-energizing youth to ADAPT

Virtual learning, staying at home, isolation – had become regular vocabulary in the lives of youth across Canada in the past year and a half. The pandemic has not been an easy time. Many youth started high school without stepping foot in school hallways, nor unlocking a locker. Many saw their parents at home daily for the first time, given that their working-class parents lost employment. Many were therefore confronted with relational challenges, with families had all along, which had been avoidable in the pre-pandemic busy lives.

In addition to our regular services and programs, our Youth and Family team rolled out various virtual social media campaigns to keep our youth connected, energized and empowered in their preferred way. On our **Instagram @hfyouthfam**, youth from all walks of life spoke about their mental health experience being Asian living in a pandemic. Follow us to see more!



#Unspoken

Unspoken is a three-week project to digitally feature the unspoken expressions of love we may have at one point received from those closest to us. It was launched in May 2020, the Asian Heritage Month, at the height of the COVID-19 pandemic, which resulted in heightened anti-Asian racism. In these times we wanted to highlight what often we know we appreciate, but rarely truly acknowledge that we do, just like Asians all know, a bowl of cut fruit basically means “I love you”.

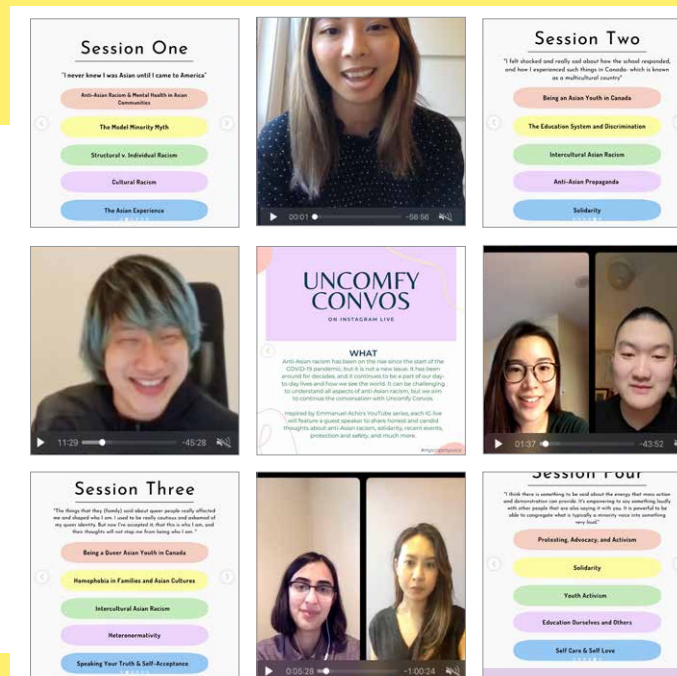


#My Script My Voice

My Script My Voice is youth-centred multimedia project, in partnership with the Factor-Inwentash Faculty of Social Work, University of Toronto and the Asian Canadian Living Archive. The project, facilitated by our Youth Advisory Committee, aims to showcase how COVID-19 has impacted youth mental health, relationship, how they have taken care of themselves and others, and even their experiences with anti-Asian racism during these challenging times. This visual storytelling approach also serves as a medium of youth empowerment and knowledge co-creation.

#Uncomfy Convos

Uncomfy Convos is an Instagram Live series, with each session featuring a guest speaker sharing their lived experiences and honest opinions on coming face-to-face with being racialized. Topics included inter-Asian and inter-Chinese racism, the impact of the model minority myth, internalized racism, and navigating different identities. The youth have been invited to be a part of the conversation, posing questions and reflections. The more uncomfy, the better.



THRIVE through a full team expansion

With an aim to promote the resilience of East Asian youth and their family members and caregivers, our Youth and Family Services deliver mental health services and programs in Toronto and York Region, based on a 4R approach, **R**esilience-based (through groups related to self-identity, life coping skills, leadership and choices), **R**elationship-centered (through Parent Support Network), **R**esource-oriented (through Youth Outreach Worker and Brief Counselling), while **R**aising awareness (through roadshows, displays and workshops).

Since the first outbreak, the Brief Counselling Service for Asian-identifying youth aged 12 to 25

saw a dramatic increase in self referrals. The digital platform helps youth access the service more independently and flexibly, in some cases without family members' awareness or dependence on transportation to a service location. Started from the capacity of only one Clinician serving 30 youth, with one single funding from York Region in early 2020, the Counselling Service has been receiving extra funding supports from RBC, United Way Greater Toronto, the City of Toronto and the Ontario Ministry of Education, and provided service to over 160 youth by March 2021. Not only is the service in English, Cantonese and Mandarin, we also have Clinicians speaking Korean and Japanese. The service continues to aim for expansion towards languages in Vietnamese and Tagalog.

“ 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.

With the referral from my psychiatrist, I reached out to Hong Fook's Youth Counselling Service. My Clinician has guided me through different practical strategies to

improve my ability to study and write exams efficiently at home. 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. 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 booster session I could have with my Clinician.”

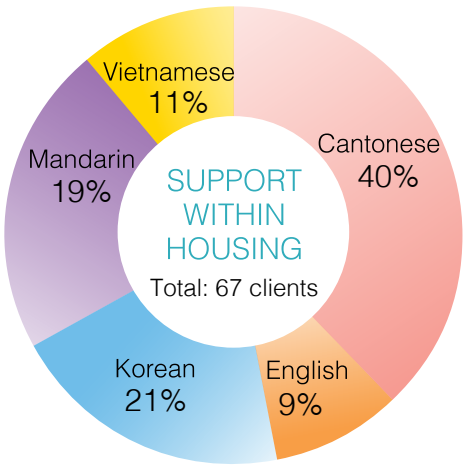
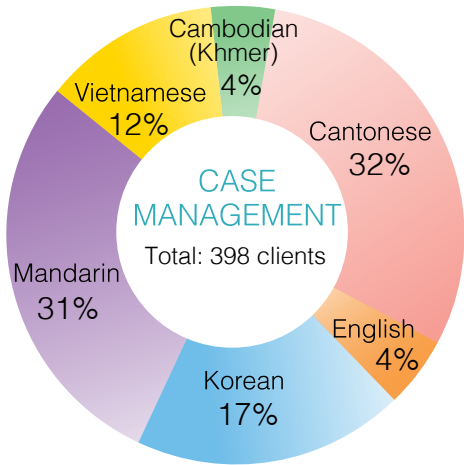
SERVICE STATISTICS

April 2020 – March 2021

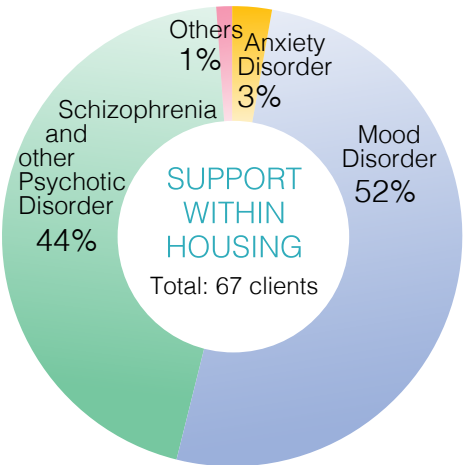
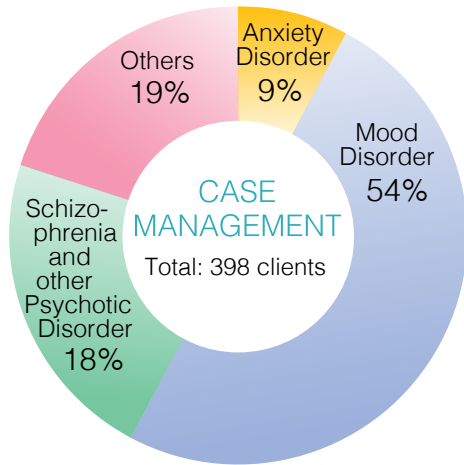
CLINICAL SERVICES

- **2,235** unique clients served, including **1,424** new referrals
- **21,037** virtual/in-person client meetings, home visits and phone calls delivered
- **94** psychotherapy sessions delivered with a total attendance of **1,079**
- **10** volunteers helping for **119** hours
- **4,078** patient visits in Asian Clinic, including **491** new referrals

Preferred Languages



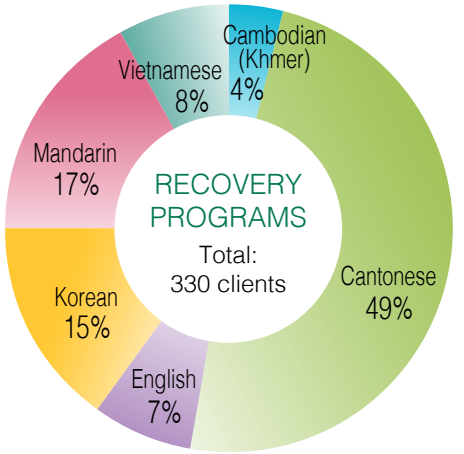
Primary Diagnosis



RECOVERY PROGRAMS

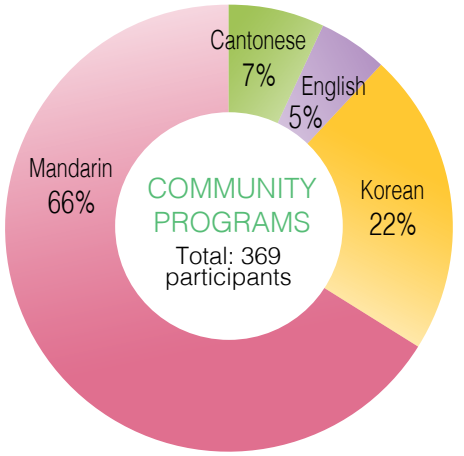
- **330** unique clients served, including **145** new referrals
- **1,110** group sessions delivered
- **8,396** attendance days
- **29** Leaders in Training provided with training allowance
- **15** volunteers (including **4** clients) helped for **375** hours

Preferred Languages



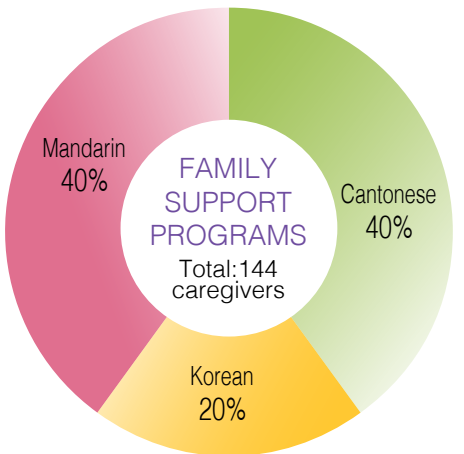
COMMUNITY PROGRAMS

- **369** unique participants served, including **46** new referrals
- **8,619** contacts reached out in the community
- **497** group sessions delivered
- **3** Community Advisory Committees
- **127** volunteers (including **34** program participants) helping for **3,777** hours
- **11** Journey to Promote Mental Health Training sessions delivered to **1,109** settlement workers



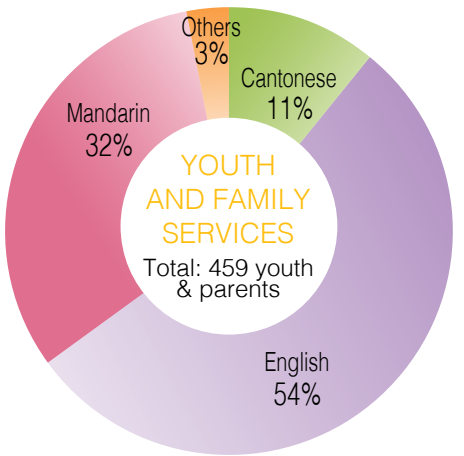
FAMILY SUPPORT PROGRAMS

- **144** unique caregivers served, including **54** new referrals
- **116** group sessions delivered
- **1,202** attendance days
- **3** Family Advisory Committees
- **11** volunteers (including **8** caregivers) helping for **173** hours

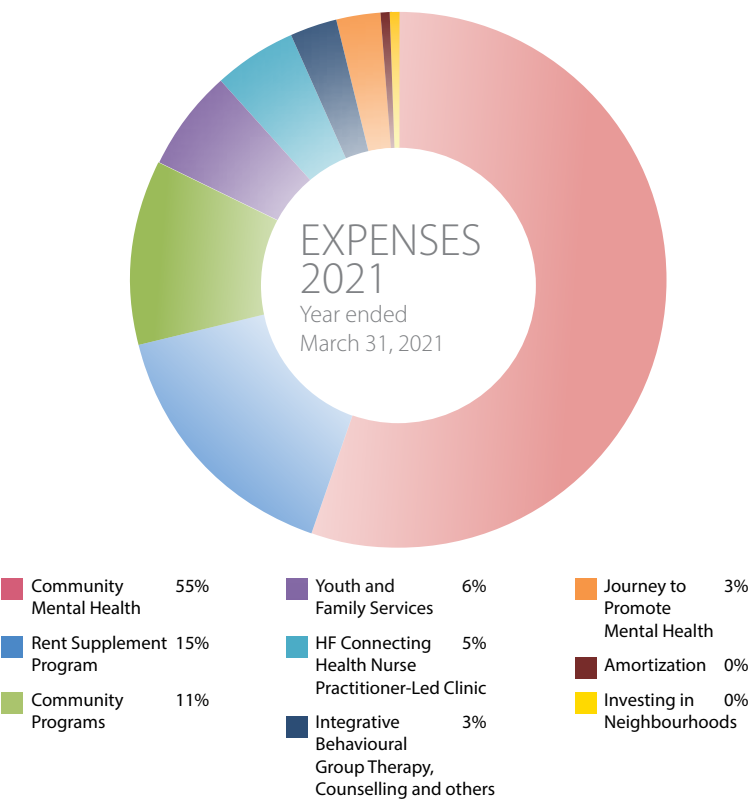
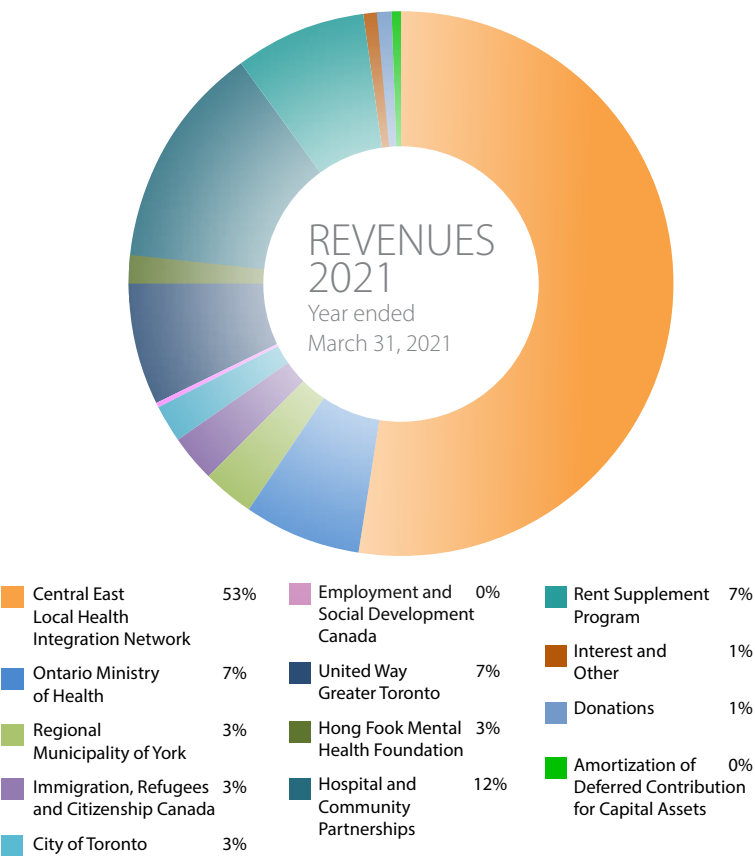


YOUTH AND FAMILY SERVICES

- **272** unique youth served
- **187** unique parents served
- **2,294** contacts reached out
- **228** group sessions delivered
- **2,398** attendance days
- **16** volunteers helping for **250** volunteer hours



FINANCIAL SNAPSHOT



REVENUES 2021 (Year ended March 31, 2021)

GOVERNMENT GRANTS

Central East Local Health Integration Network	2,976,620
Ontario Ministry of Health	372,939
Regional Municipality of York	171,139
Immigration, Refugees and Citizenship Canada	153,727
City of Toronto	150,842
Employment and Social Development Canada	21,857

NON-GOVERNMENT GRANTS

United Way Greater Toronto	400,561
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FOUNDATION CONTRIBUTIONS

Hong Fook Mental Health Foundation	166,500
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OTHER REVENUES

Hospital and Community Partnerships	656,298
Rent Supplement Program	406,210
Interest and other	64,840
Donations	41,194
Amortization of Deferred Contribution for Capital Assets	17,992
Total Revenues	5,600,719

EXPENSES 2021 (Year ended March 31, 2021)

Community Mental Health	2,984,993
Rent Supplement Program	809,491
Community Programs	609,410
Youth and Family Services	300,276
HF Connecting Health Nurse Practitioner-Led Clinic	292,698
Integrative Behavioural Group Therapy, Counselling and others	182,094
Journey to Promote Mental Health	171,016
Amortization	17,992
Investing In Neighbourhoods	14,216
Total Expenses	5,382,186

Excess of Revenues over Expenses	218,533
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Tue Thai Hoang

Wendy Lee

Yun Back Kim

Yvonne Lo

MESSAGE FROM THE FOUNDATION CHAIR



Chair: Dr. Peter Chang

Back in May 2020, United Nation's health experts warned about a looming mental health crisis arising from the COVID-19 pandemic. Over time, the Canadian Mental Health Association (CMHA) Ontario Division has reported that the pandemic's strain on mental health is reaching an all-time high.

Hong Fook has witnessed firsthand that there has been a substantial increase of service demands from our target communities. Also due to the pandemic, our traditional fundraising medium, namely, the annual Hong Fook Gala, had to be cancelled for two consecutive years. Nevertheless, Hong Fook Mental Health Foundation has continued to meet its commitment to provide funding for Hong Fook's mental health services by other innovative ways: it put together two successful fundraising initiatives: "Together We Thrive" in June 2020, and our first "Radiothon Fundraising Week" in partnership with Singtao A1 Radio in July 2020. Not only did these fundraising efforts reached the expected targets, more importantly, through these two brand new initiatives, we were able

to introduce Hong Fook to a wider audience and reach out to many more people who have mental health concerns. All these could not be actualized without the dedication of the committee members and volunteers who worked around the clock, especially during and beyond the Radiothon Fundraising Week. For these successes in fundraising, we are particularly thankful for all the generous contributions from our donors and supporters.

For more than one and half years, our staff team has conscientiously provided care beyond capacity with limited resources. Our Association has planned and implemented the safe re-opening of Hong Fook services, while adapting to the digital medium pivot and guiding clients through the new normal. Without your support, our Association staff, clients, caregivers and volunteers could not have adapted in such a resilient way, as presented in this Annual Report. This is the moment, more than ever, that we count on your continuing support in order to thrive in the post-pandemic time.



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



Kam Lo, the immediate past Foundation Chair, with A1 Radio DJs

DONORS & SPONSORS



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Warren Yu

Directors
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Jay Leung
John Chemillian
Kam Lo (Immediate Past Chair)
Peter Lee
Sonia Yoon (on Sabbatical Leave)

Major Donors and Sponsors (2016-2021)



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)

TD Bank Group
Toronto Hong Kong Lions Club
Mr. and Mrs. Frank Chau
JD Development Group / Rez-One



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

The Good Harvest Trust
The Frank H. Hori Charitable Foundation



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

Mr. and Mrs. Peter and Elsa Chang
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Bell Canada
Mr. and Mrs. Bob and Kam Lo
Dr. Christopher Tam and Ms. Annie Hu
Dr. and Mrs. Ryder Ming-Hin and Grace Law
The Frank Scarpitti Charitable Foundation

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.



Scarborough Head Office	3320 Midland Avenue, Suite 201, Scarborough, Ontario M1V 5E6
Downtown Branch	407 Huron Street, 3rd Floor, Toronto, Ontario M5S 2G5
North York Branch	1751 Sheppard Avenue East, Ground Floor, North York, Ontario M2J 0A4
Markham Youth and Family Hub	2665 Bur Oak Avenue, Markham, Ontario L6B 1H8
HF Connecting Health Nurse Practitioner-Led Clinic	3660 Midland Avenue, Suite 201, Scarborough, Ontario M1V 0B8 Clinic Tel: 416-479-7600

Telephone: 416-493-4242 Fax: 416-493-2214 E-mail: info@hongfook.ca www.hongfook.ca
Facebook: @HongFookMentalHealthAssociation Instagram: @HongFookMHA

We wish to thank our funders:



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Employment and
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Foundation