

Joint Message from the President and the Executive Director

A Year-Long Celebration-40th Anniversary

On behalf of Hong Fook Board of Directors and staff, we would like to send our heartfelt thanks to the funders, sponsors, donors, partners, volunteers, clients, family members and community stakeholders for being part of our Association's success to mark its 40th Anniversary.

The 40th anniversary is a time for reflecting on the past and looking ahead to the future. Over the past four decades, Hong Fook has served many thousands of individuals and families struggling with mental health challenges from East and Southeast Asian communities. It has been a journey full of challenges for a very small size grassroots and ethnocultural-specific community mental health agency to maintain and sustain the realization of a vision, Championing Culturally Competent Care that is dedicated to improving the lives of Asian and other

communities over this time. It is because of the endeavour made by the past as well as the current generations of management, staff members, students and volunteers. With unfailing support from the board of directors and committee members, Hong Fook has been able to progressively and successfully actualize its dream.

We earnestly hope that in the years to come, Hong Fook can garner more wisdom, enthusiasm and expertise from a broad spectrum of related people to help perpetuate its contributions to our society in the mental health arena! As Hong Fook is moving forward to develop our 2022-2025 Strategic Plan and to award Accreditation Qmentum, we will reach out to you for your input to help Hong Fook build robust community mental health programs and services. We are committed to excelling in quality-based clinical services, strength-based and recovery-focused programs, community and professional education, and research. We have also established very strong platforms for cross-sectoral collaboration to assist different needy groups in the community to reduce mental health stigma; to stand on solidarity in anti-Asian racism and discrimination; and to advocate for diversity and equity in service access. Our commitment of care are 4Ds:

1. Deliver culturally competent care
2. Develop integrated, seamless, safe and quality-based care model across the service spectrum
3. Demonstrate the value of client-centred care that is strength-based and recovery-focused
4. Develop and strengthen partnerships to work for better futures for East Asian and Southeast Asian communities

You all deserve a giant round of applause for all of your laborious works and unconditional dedication. Lastly, please follow our [website](#), [social media](#), [newsletter](#) and [e-blast](#) to join our year-long celebrative activities. Once again THANK YOU for your continual contribution to the success of the Association and towards its anniversary.

Diversity and Equity in Mental Health and Addictions Conference

Pandemic Recovery for All: Promoting IDEA and System Transformation through Institutional and Community Collaboration

May 12, 13, 1pm-5pm via Zoom

Regular Rate \$50

Health Professional Students/Trainees \$10

Individuals with Lived Experience - Complimentary

Register via Eventbrite:

hongfook-diversityequityconference2022.eventbrite.ca

For registration or inquiries: jle@hongfook.ca



Walk for Wellness at the Zoo

Celebrate the 40th anniversary with our clients, caregivers, volunteers and members

May 28, 10am-3pm

@Toronto Zoo, Africa Picnic Site

Registration closed

For inquiries: vkim@hongfook.ca

Sponsored by:



Preparing for Accreditation Canada Qmentum Program

The Quality Journey Continues...

By **Christel Galea**, *Accreditation Consultant*

Providing leadership in mental health, supportive housing, prevention, and risk reduction, improving quality, and building a safety culture is integral to everything Hong Fook Mental Health Association does at the governance and the operational levels. They are imbedded in Hong Fook's Mission, Vision, Values, and Strategic Plan and priorities. With this in mind, Hong Fook is preparing to undergo the second accreditation cycle- "Qmentum" with Accreditation Canada (AC), a national health care and social service accreditation body.

As preparations are underway for the on-site survey scheduled for March 2023, Hong Fook has enlisted my support as an Accreditation Consultant. I am thrilled to be able to work with Hong Fook again! I am very proud of Hong Fook staff, students, and volunteers with the outcome of the "AC Primer", and I am sure Hong Fook will continue to be successful.

For those of you who do not know me, I have a clinical background in nursing and extensive experience in administration within health, social, and community services sector. In addition, I have

successfully worked with many non-profit organizations to achieve exemplary accreditation status with AC. I am looking forward to working with Hong Fook's Board of Directors, staff, consultants, students, and volunteers in this exciting next step in the "quality journey".

First, let's review the AC Qmentum process, which is similar to the "AC Primer", consisting of four main activities/phases:

1. Completing Self-Assessment Questionnaires (e.g., Canadian Patient Safety Culture & WorkLife Pulse Surveys) and developing action plans.* In Progress
2. Conducting an Assessment & Gap Analysis, developing action plans, and working towards closing the gaps. * In Progress
3. AC On-Site Survey in March 2023. (date TBD)
4. Final Report and decision by AC within 10 – 14 business days.

During the AC on-site survey, two surveyors will be focusing on several quality, risk management and client, staff, student, and volunteer quality and safety themes such as:

- Leadership
- Client Safety
- Integrated Quality Improvement
- Safe and Healthy WorkLife
- Information Management
- Physical Environment and Equipment
- Infection Prevention and Control
- Medication Management
- Safe and Appropriate Service Delivery

Accreditation is a time of tremendous learning for Hong Fook. It is a time that despite competing priorities, you stop and review processes with a lens of continuous quality improvement (CQI) and make the necessary plans for improvement and implement change. It is not a one-time event. It is a journey...

Over the next months, we will be working together to meet the AC standards and prepare for the site visit. Thank you for your ongoing support towards the quality journey and I am delighted that Hong Fook's Board of Directors, staff, students, and volunteers are committed to achieving high quality and safe care for our clients, families, and the community served.

If you have any questions, please contact me at qualityhmc@gmail.com. Once again, it is my sincere pleasure to work with Hong Fook.

Tune into our YouTube Channel in May

Over the past 40 years, while Hong Fook has grown to a leading ethno-cultural mental health agency serving East and Southeast Asian communities, we are honoured to have thousands of clients, like the five below, thriving with us together. Starting from the **Mental Health Week (May 2-8)**, on the five **Tuesdays**, we are proud to share the five videos of our clients, including:

- a girl turning her lived experience to her unique asset to help peers build their strength in our Recovery College;
- a housewife transforming to an independent working woman and a proud mother of two, through our

linguistic specific, culturally competent care;

- a youth getting back on track and enjoying the trustful relationship with his parents through our family-centered, resilience-based youth services;
- a lady, who was shy and diagnosed with schizophrenia, eventually becoming a Speaker Bureau health ambassador; and
- a Peer Supporter, who was not accepting mental illness, finally accessing our care and nowadays co-producing programs for others.

Please subscribe to our **YouTube Channel @hongfookmha** or follow our **Facebook @HongFookMentalHealthAssociation** to watch the released video on each Tuesday in May. This year, while we celebrate our 40th anniversary, we invite you to join our mental health journey, Caring and Thriving Together!

HONG FOOK MENTAL HEALTH ASSOCIATION

40 YEARS

CARING AND THRIVING TOGETHER

Thanks to CANADIAN donation match

Every dollar donated to Hong Fook during this Mental Health Month has DOUBLED the impact

Celebrating 40th Anniversary of Hong Fook Caring and Thriving Together

DONATE NOW

hongfook.ca/foundation/donate

COMMUNITY NEWS

On-Site Programs Relunched

While Hong Fook has gradually brought back on-site programs, we sent out another round of multi-lingual surveys to collect feedback and suggestions on the modality of services and programs. Over 290 responses were collected in a month. Based on the result, 26% of respondents feel very comfortable coming back to on-site services or programs, while 22% feeling somewhat comfortable.

We are continuously attending to the prioritized concerns from the survey results, including mask wearing and hand sanitizing, enforcing social distancing, controlling the maximum number of people in the room, scheduling routine cleaning in all program



Mandarin Senior Wellness Group back to Cummer Park Community Centre every Wednesday afternoon

areas, and complying with the public health guidelines. Our mask policy remains in force. COVID-19 screening is still required upon the entry to any Hong Fook offices. Kindly check the monthly calendars on our website and find out the on-site programs at each location.

Senior Programs with the Clinic and the Association

With sincerely gratitude from our community and our seniors, we are pleased to announce that both our Association and our HF Connecting Health Nurse Practitioner-Led Clinic (the Clinic) have secured another year of federal funding under the New Horizons for Seniors Program (NHSP), to support our Clinic's 55+ Fit & Active Aging Ambassadors for Chinese immigrant seniors and the Association's Happy Mind, Healthy Aging for Korean immigrant seniors.

Through the past year's funding and this newly approved grant, our Clinic's 55+ Fit group has cultivated many active living senior ambassadors, who are taking initiative and taking charge to share their active living experience with their fellow peers.

Our newly developed Happy Mind, Healthy Aging Korean senior wellness club has also expanded to a group with over 50 registrants. Led by senior volunteer leaders, the group gather online every week and carry out a diverse range of programming from talking about biopsychosocial changes of aging to conducting holistic health activities.

Besides the two NHSP-funded senior groups, our Association has continued the partnership with Mon Sheong Foundation for another two years on the REACH for Aging Well project for our Mandarin senior wellness group. With the dedicated leadership of 12 senior volunteer leaders, over 100 Mandarin-speaking seniors with this group have been all adapted to the online platform and stay connected during the pandemic.

MP Jean Yip, third one on the third row, attending our Clinic's 55+ Fit group session



Upcoming Programs & Activities



Youth and Family Services Spring Catalogue

From April to June, our Youth and Family team delivers

- Choices (virtual)
- Resilience Training (virtual)
- Writing for Self-Expression (virtual)
- Young Adult Peer Support (virtual)
- LGBTQ+ Peer Support (virtual)
- Parent Support Network (virtual)
- LGBTQ+ Parent Support (virtual)
- Digital Storytelling (Markham)
- Dumplings of Love (Markham)
- Mindfulness Group (Markham)
- Walk-in Counselling (Downtown)

Check on our [website](#) or email hxu@hongfook.ca to subscribe to Youth and Family seasonal program catalogue

Youth Open House

June 4, 11am-3pm

@ Youth and Family Hub

2665 Bur Oak Ave, Markham

For registration or inquiries: hxu@hongfook.ca

Membership Renewal

It's time to renew Association membership. As an official member of Hong Fook, you will be able to:

- Enjoy the privileges of a member and participate in Committees and activities of the Board of Directors;
- Participate in the planning of Hong Fook's programs and services;
- Stand for nomination to the Board of Directors;
- Vote at the Annual General Meeting;
- and many more to explore.

The regular membership annual fee is \$10. For renewal application and payment, please contact jle@hongfook.ca or visit our membership page at hongfook.ca/association/join-us/membership/.

Caring and Thriving Together

Celebrating the 40th Anniversary of our Association

This year marks the 40th Anniversary of our Association. Thanks to the dedicated support from our donors and corporate partners like you, the Association has grown from a grassroots agency with only one full-time and one part-time staff, to a leading ethno-cultural community mental health agency with a consolidated culturally competent, inter-professional team serving Asian and other communities in the Greater Toronto Area, with four office locations, and recently awarded Accreditation Primer Status.

Over the past four decades, we thank you for your generosity, which:

- has sustained our continuum of services and quality care helping 1,700 individuals with mental health challenges each year;
- has supported our stigma reduction work to engage over 8,000 community members, building their coping skills and promoting their help seeking behaviors;
- has fostered the launch of our culturally competent Recovery College, an innovative non-clinical model to improve personal recovery and create placement opportunities for peers to live a meaningful, autonomous and empowered life;
- and has expanded our resilience-based Youth and Family Services, a safe space for our youth to develop concrete tools and strategies for mental wellbeing, and a channel for parents to understand their children better.

We would like to invite you to continue **Caring and Thriving Together** with us by sharing our client videos that will be released on each Tuesday in May and by donating online at hongfook.ca/foundation/donate. The donations in May will be matched by a sponsor Canadian Guardians.



Earlier this year, the Foundation purchased a property at 3621 Highway 7 East, which supports our Association to open up a new Markham Branch. This new branch will house our Asian Youth and Family Hub and our future Counselling and Psychotherapy Centre in York Region, and will open an alternate door for Hong Fook to support the rising needs of mental health services in southern York Region with highly concentrated Asian communities. We would like to invite our donors and corporate partners to support this transformation by

sponsoring the naming rights of one **Activity Room, Counselling Rooms, and Interview Rooms** at this prime location, which will become an accessible and safe space for people with mental health challenges to access a spectrum of services from prevention to recovery, from illness to wellness. Should you require any further information, please contact **Sunny Wang** at swang@hongfook.ca or **416-493-4242 X 2258**.

Thank you, **Young Taiwanese Merchants Association of Toronto** and **Taiwan Young Professionals and Entrepreneurs Association Toronto**, for organizing your fundraising event towards supporting mental health needs in East Asian communities.

This year, the pandemic stretches into the third year. The past months have taken a toll on not only our community but also our workforce. 1 in 4 Ontarians now access mental health help, the highest rate during the pandemic. Our Association has also experienced the highest staff turnover among the past five years. We will continue our annual fundraising campaign in partnership with Sing Tao A1 Radio. Please save the date and tune in AM1540 to support our **Hong Fook Radiothon Fundraising Week** from **July 15-21**.

Thank you for your support as always!



Head Office

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

Downtown Branch

407 Huron Street, 3rd Fl
Toronto, ON M5S 2G5

North York Branch

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

Markham Branch

3621 Highway 7 East, Suite 301
Markham, ON L3R 0G6

Youth And Family Hub

2667 Bur Oak Avenue
Markham, ON L6B 1H8