

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

While enjoying the fall scenery of the colorful leaves, and the Halloween festive decorations, we are encouraged to be mindful with the universal masking in the congregate gathering settings, indoor environment to keep certain social distances, and get prepared for the influenza season with the flu shot on top of the COVID-19 vaccines. We are all accountable for our society's overall health and wellbeing.

In mid-September, our Association Board held the Annual General Meeting and successfully recruited and elected the new board members to form the 2022-2023 Board of Directors. Please join me to extend a warm welcome to our new Board of Directors (refer to the photo and the list below) and our re-elected board president, Ramon Tam! And please find our 2021-2022 Annual Report on the website: www.hongfook.ca/association/media/annual-reports/

Hong Fook's Board and staff are very busy with preparing for the Accreditation Quality Journey. The Accreditation Canada on-site survey will be held from March 20-23, 2023 in Toronto. A new Board-led committee named Accreditation Leadership Committee was formed at the end of May 2022 and is chaired

by Janice Chu, one of the VPs. The committee will provide support, oversight and actively participate in Hong Fook's achievement of accreditation with Accreditation Canada's Qmentum for Community Mental Health organizations, with a particular focus on meeting the Accreditation Canada's quality, risk management, and client and staff safety standards. Great thanks to Janice and the committee members.

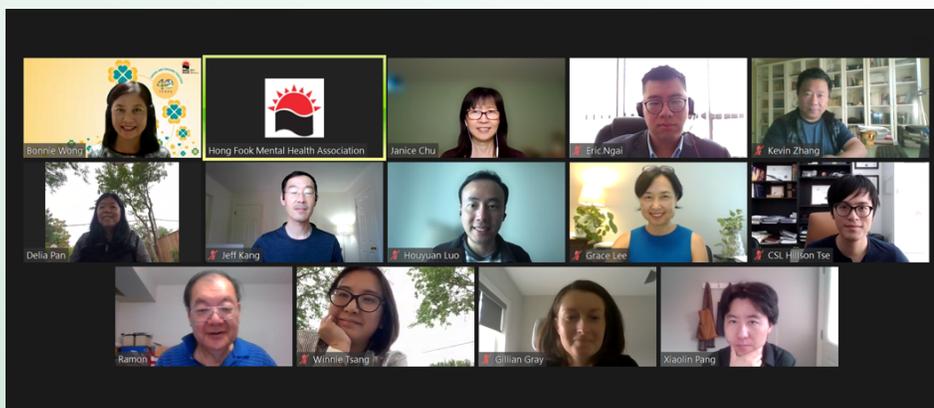
We are excited to announce that our Ontario Structured Psychotherapy program will be expanded from Chinese-speaking clients to English-speaking clients, from Markham to North York, starting later this year. More program news will be shared in our monthly calendars and on our website www.hongfook.ca.

We are aware that mental illness disproportionately affects young people between the ages of 15 and 29 worldwide. It accounts for approximately half of the overall burden disease in this age group, making it the leading cause of disability in Canada. Approximately 1 in 5 children and youth in Ontario has a mental health challenge. About 70% of mental health challenges have their onset in childhood or youth. That's why early

identification and intervention is so critical and can lead to improved achievement in school and better health in life.

It's important for Hong Fook to launch the Youth Needs Assessment Study that we continue to improve and advance the mental health care delivery for Chinese, Korean and Vietnamese youths and their parents/caregivers. We are planning to launch the study in collaboration with a few academics to assess the mental health needs, barriers and facilitators to receive care, and preferences for mental health support among the youth and their parents/caregivers residing in Toronto and York Region. Findings will enable service providers in settlement, school and health sectors to develop culturally sensitive mental health promotion and prevention strategies, as well as reducing barriers and promoting facilitators to Asian families' access to mental health supports.

Thank you!



From left to right, 1st row: Bonnie Wong (ED), Janice Chu (VP), Eric Ngai (Treasurer), Kevin Zhang
2nd row: Delia Pan, Jeff Kang, Houyuan Luo, Grace Kangmehae Lee, Hillson Tse (Secretary)
3rd row: Ramon Tam (President), Winnie Tsang (VP), Gillian Gray, Xiaolin Pang
Not present: Charles Xie



Preparing for Accreditation Canada Qmentum Program

The Quality Journey Continues...

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

As summer fades and fall leaves drift off the trees and scatter the ground, I am reminded that our on-site survey is rapidly approaching with many activities currently underway. Our staff, students, and volunteers have been busy providing input on new and existing policies, procedures, and practices, as well as receiving education and training related to safety, quality, and risk management within the organization. Let's pause a moment and look at what has been accomplished or will be accomplished in the next month or so...

EDUCATION & TRAINING

- ✓ training reviews on existing policies and procedures,
- ✓ ethics training for staff, management, administration, and board members,
- ✓ building a culture of safety and no blame/ just culture through initiatives such as:
 - giving and receiving constructive feedback training session,
 - training reviews on Human Factor Design (e.g., root cause analysis), incident reporting, and disclosure of harmful events,
- ✓ workplace violence, discrimination, and harassment training,
- ✓ privacy training, and
- ✓ medication management (Best Possible Medication History) implementation of new processes for the case manager team.

BEHIND THE SCENES

For those of you who have been through accreditation before, know there is a lot of work which goes on that you may not be aware of. Let me share with you some of these activities. In the first Accreditation Canada Primer, the Board of Directors or Governance standards were not included. In the Qmentum program however, they are! A lot of board work has been moving along to review, revise, and/or develop board policies and revise documents necessary to meet the standards.

The senior management have also been busy, updating policies and procedures, reviewing all the standards with you, and ensuring compliance and evidence is in place. An Integrated Quality and Safety Improvement Plan (QIP) has been developed which will be shared with you shortly once reviewed by the Quality, Safety, and Risk Management (QSRM) committee. A Fall Prevention Strategy is in progress. A 2022-2023 Flu Strategy will be underway shortly. And action plans related to the results of the OPOC survey will be developed with your input.

The Human Resources team is also diligently working through recommendations from the Primer survey and meeting the Qmentum standards which includes activities such as:

- ✓ Developing a personnel file system that is organized and contains sections to easily locate documents (e.g., performance plans, evidence of registration with colleges, medical records, etc.).
- ✓ Updating all job descriptions with your input and adding important core competencies to the job descriptions (e.g., safety, quality, diversity, etc.).
- ✓ Supporting succession planning with policies and processes to work through (e.g., templates).

We are very excited to have an HR Consultant to support the many activities underway within the team.

LASTLY, WHERE THERE IS SMOKE...

...there isn't necessarily fire! Most of you probably know that Hong Fook has to comply with the Smoke Free Ontario Act, which prohibits smoking in enclosed workplaces to protect workers from exposure to second hand smoke. Hong Fook has established guidelines regarding smoking in the workplace, including provisions in the Act that apply to our staff who may be exposed to second-hand smoke when conducting a home visit (See our **Home Visit Policy and Procedure**).

And sometimes, we have to put out a different type of "fire". External complaints,

concerns, and feedback are important elements in Hong Fook's continuous quality improvement (CQI) measures, allowing us to respond to clients, caregivers, and other external partners' needs, effect continuous service improvement, and preserve and enhance Hong Fook's reputation. We have revised and enhanced our **External Complaints Policy and Procedure (formerly titled- Grievance Policy)**. The policy covers procedures for handling external complaints, and includes definitions, timelines, and roles and responsibilities. We need to report and track external complaints as an important mechanism to improve programs and services.

And then... after the smoke...are you dazed and conflicted?

No need to be conflicted as Hong Fook has a **Conflict of Interest Policy and Procedure**. The policy outlines potential, perceived, and actual conflicts of interests, which may occur when you are at the workplace and off work hours. Briefly, a conflict of interest may be defined as any situation where an individual's private/professional interests may be incompatible or in conflict with the interests of Hong Fook as an organization. Conflict of interest may be categorized under several broad categories:

1. Relationships with our clients, caregivers, and family members.
2. Supplementary employment.
3. Relationship to funder(s).
4. Prohibited use of position.
5. Gifts, hospitality, and other benefits.
6. Avoidance of preferential treatment.

Remember, it is your **"Duty to Disclose"**. At any time, conflict or potential conflict appears, or might develop, Hong Fook staff, students and volunteers must discuss the matter with their immediate supervisor, director, or designate. The policy also aligns with Hong Fook's values and ethical code of conduct.

That is all for now. Hoping you all remain safe and thank you once again for your support and commitment in achieving a successful Qmentum accreditation.

Meet Hong Fook's Youth Ambassador Team

Hong Fook's Youth Ambassador program has been launched since September. Through the partnership with the University of Toronto, The Asian Canadian Living Archive, Scarborough Youth United, and the Chinese Canadian National Chapter of Toronto, 10 youth received in-depth training from professionals in the field that would help prepare them to support the community. From October to November, the trained Youth Ambassadors launched a social media campaign aimed at reducing the stigmatization of mental health and bringing greater awareness towards anti-Asian racism. This youth-led campaign also supports them to develop project management and community engagement skills, and a stronger sense of social justice. Please follow @hfyouthfam on Instagram to check the postings.



Upcoming Programs & Activities



Check our monthly calendar for upcoming programs and seminars. Welcome to our in-person programs. Pre-screening and mask wearing are required to join in-person programs.

Scarborough Office

Monday

1:00pm-3:00pm Knitting Club (Chinese)
10:30am-11:30am Art Spa (Cantonese)

North York Office

Monday

2:00pm-4:00pm Art & Clay (Cantonese)

Thursday

1:30pm-2:30pm Peer Support Group (Mandarin)
2:30pm-3:30pm Fitness Group (Mandarin)

Downtown Office

Wednesday & Friday

10:00am-12:00pm ESL

Thursday

1:30pm-3:30pm Recovery Programs (Vietnamese)

Friday

12:00pm-1:30pm Ping Pong Club
(Chinese and Korean)

2:00pm-3:00pm Downtown Social Group
(Cantonese)

1:00pm-2:30pm Peer Support Group (Korean)

Youth and Family Services

In-person Walk-In Counselling

Markham Branch (#301 - 3621 Hwy 7)
1st Wed of every month, 4pm-8pm

Downtown Branch (407 Huron St.)
1st Sat of every month, 11am-3pm

Visit our website or email hxu@hongfook.ca to subscribe to Youth and Family seasonal program catalogue.



Recovery Program Outdoor Activities

During the summer, our Recovery Program clients enjoyed a range of outdoor activities, including Nature Sketch at Milliken District Park, guided visit at AGO, Forest Exploration at Sunnybrook Park, Peer Support Group picnic at High Park, and many more. Heading to the winter holiday season, most holiday celebrations will be hosted online with our clients. Please reach out to your program worker for more details.

NPLC Updates

Exciting news to share with you! "55+ FIT with Active Aging Ambassadors" is expanding. Since January 2022 till present, we have created a virtual platform for Mandarin-speaking seniors to stay active, learn healthy lifestyle, take lead and mentor fellow seniors during the pandemic. With the funding from New Horizons for Seniors Program, we are able to expand another virtual platform for Cantonese-speaking seniors with language barrier and lack of family or social support. Check our flyer and please spread the word - "Healthy Living Forever!"



Hong Fook Charity Sale Site Launched

Connecting Peers to Donors

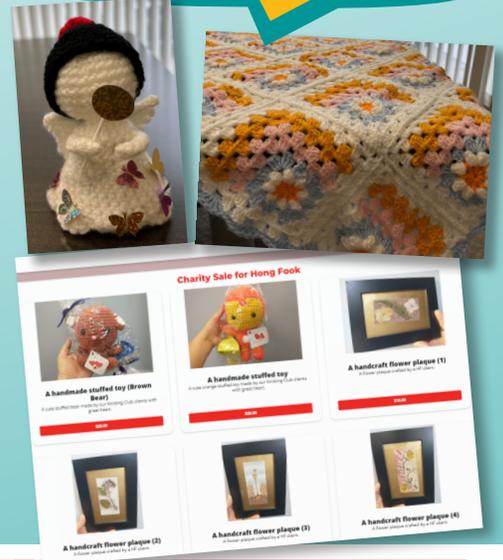
“Our Cantonese Knitting Club started in 2009 as part of the Happy Monday Self Help activities,” recalled by J, one of the Peer Supporters to the current club, “at the beginning, most peers did not have any knitting skills or interest, they just wanted to come and sit with others. Some of them even use the space to take a nap. Most of the peers could not really knit because of the lack of concentration and other mental health challenges. It was not a very ‘productive’ group, but surprisingly peers kept on coming every week.”

“After a while I found out how this club is meaningful and fruitful to many of our peers... The club provides us with a comfortable space, where we could receive companion from each other, take a break from our own hardship, life challenges and difficult emotions.”

J recalls there was a peer struggling with her mental health challenge when she started joining the club. “I was working with her to knit scarfs to each of her family members, one by one, which was kind of an appreciation from her to her family and helped her rebuild the connections with the family through each of the scarfs. I was also feeling very happy while witnessing how her mental health had improved during the process. Today, she has also become a peer supporter like me!”

Gradually, the group started to showcase knitted products at the Hong Fook Gala. There was one time the group received \$400 from all items sold at the Gala, which was so encouraging for peers to see how people appreciate their efforts and products, and of course provided them with more money to purchase more colourful yarns! Now the group find a new platform to showcase their products online!

Please visit <https://trellis.org/hongfook> to check out the recently knitted items by our Knitting Club and many more! Every single purchase warms our peers' hearts over this holiday season.



Sincere gratitude to Ms. Agnes Kam Fung Suen. We wish her rest in peace. Her legacy will continue supporting our youth mental health services.

Our Foundation Chair Dr. Peter Chang with Ms. Suen's daughter Yvonne Ng

Thanks to the continuous support from the Chinese Ladies Golf Association (Ontario).

Our Foundation Chair Dr. Peter Chang with Ms. Elsa Lee from ChLGA

The beautiful drawing below was made by one of our Cantonese-speaking clients. It shows how she finds hope and thrives again with our Case Management support. Your generosity has made this happen.



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
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