

Message from the President

By Ramon Tam

Wish all of you a happy and healthy new year!

Hong Fook is into our 41st year with opportunities and challenges ahead. Thank goodness we have a caring and faithful staff team who have been continuously carrying on client-centred and quality-based care to our clients and families together with our volunteers and partners.

So far this year, the Board has been concentrating on the Accreditation exercise, which is the process of demonstrating our continuous commitment to quality care at both governance and operational levels. The on-site survey will take place in late March. We are also fully geared into the Executive Director recruitment. All goes well. We are looking forward to having the new leadership to bring exciting directions, fresh solutions, and potential expansions.

For the not that long future, we will be working on compliance with Ontario's new Not-for-Profit Corporations Act (ONCA). The due-to-effective date is 2025. It involves thorough re-review of our governance structure and legislation compliances, from Letters Patent to By-laws. Of course, the Board Manual will have to be adjusted to be aligned with all these formal, legal changes. Stay tuned.



From left to right: Dr. Peter Chang, Dr. Ted Lo, Bonnie Wong (ED), Ramon Tam (Association President), Katherine Wong, Michael Ma (Foundation Chair), Gem Lee-Herder (NPLC President) at the holiday event.

Message from the Executive Director

By Bonnie Wong

Happy Family Day!

I would like to begin my message by expressing my heartfelt thanks to all the distinguished guests, board and committee members, sponsors, and colleagues of the Hong Fook Group of Organizations who attended the Association's 40th anniversary and holiday celebrative event on December 9, 2022. I would also like to express my special thanks to our Foundation to fund the event, two MCs- Lu Zhou and Peter Lee, staff performers, and the organizing committee led by Sunny Wang, Manager, Programs and Resource Advancement who had made the event filled with joy and happiness. To recognize and honor our life-long service leaders for their outstanding contributions and volunteerism, the Association had presented the exemplary awards to Dr. Peter Chang, Dr. Ted Lo, Katherine Wong and Ramon Tam, our pioneers who have worked together – connected the dots throughout the past 40 years to reduce stigma, barriers to access, racism, discrimination and improve the lives of the Asian and other communities.

I was very honored to receive the Special Caring and Thriving Award from Hong Fook. This will have never happened without the full dedication, encouragement, and support from my management team, colleagues, board and committee members, volunteers, partners, clients and their caregivers. In the past 13 years, with their unreserved support, I have devoted myself to:

1. Championing integrated care – improves mental health care for immigrant, refugee, ethno-cultural and racialized communities and builds stronger network and system to amplify our mission, through partnerships with the Asian Clinic, the Nurse Practitioner-Led Clinic, the Ontario Telemedicine Network and the Community Paramedic-Led Clinic as well as the local hospitals and Ontario Health Teams.



2. Offering a full spectrum of services – from intake and referrals, outreach, assessment and treatment, case management, housing support, counselling and psychotherapy, child and youth development services, family support groups, recovery programs to professional training, Diversity and Equity in Mental Health and Addictions Conference to providers to improve mental health care delivery, advocacy and research.
3. Launching capital projects – improves access, builds better infrastructure to enable health and safety, examples: relocated Downtown Toronto office twice, set up North York and Downtown Markham offices, prepares for the future home of our Scarborough office to Bridletowne Neighbourhood Centre.
4. Completing the Accreditation – improves quality, health and safety, and risk management; ensures communication, training and development to meet standards and compliance; develops and refreshes policies and procedures.

Last but not least, I would like to share that I will be leaving Hong Fook by the end of this April. It's a bit too early to say goodbye but I would like to take this opportunity to express my heartfelt thanks to each of you who has made my Hong Fook journey filled with colours and hopes. Let us welcome the future leader to continue thriving together to brighten the mental health for all.

Preparing for Accreditation Canada Qmentum Program

The Quality Journey Continues...

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

Happy New Year and what an exciting year lays ahead for Hong Fook's staff, students, and volunteers. As you are aware, Hong Fook is undergoing the second cycle of accreditation, Qmentum with onsite survey scheduled for March 20th – 23rd, 2023.

Accreditation Canada (AC) has assigned Hong Fook two surveyors, Deanne Costello and Jake Tran. Deanne Costello joins us from Newfoundland and Labrador while Jake Tran resides in Ontario. Deanne, a social worker, has been the Accreditation Manager for the Eastern Regional Health Authority in Newfoundland and Labrador since 2013 and has extensive expertise in the areas of mental health, pediatrics, and acute care discharge planning. She has also served as Regional Director of Mental Health and Addictions with Labrador-Grenfell Health, during which time, she implemented a new program structure; developed a variety of regional plans; worked on provincial regulations for the Mental Health Care and Treatment Act; and worked in partnership with the Nunatsiavut Government and Innu Nation to establish a multidisciplinary team to provide promotional, preventive, and clinical programming to aboriginal communities.

Jake Tran, who began his career as a clinical registered respiratory therapist, is now the President and Chief Executive Officer at the Toronto Grace Health Centre since 2018. His experience extends to mental health and addictions and acute care. He supports the culture of learning and collaboration, encourages involvement from all stakeholders from front-line staff, management team, senior leadership team, patients, clients, their families and caregivers, as well as the community.

LOOKING BACK...

With time passing quickly let's take a look at the past year and what we have accomplished...

HONG FOOK'S ETHICAL FRAMEWORK

Ethics grounds us and gives us a framework from which to practice and guide us when

we have tough decisions to make. Ethics is concerned with the values, the underlying decisions, actions, and situations where values may conflict. Ethics enters every aspect of our personal and professional lives. At Hong Fook, everyone has a role to play – staff, students, volunteers, and board members. Hong Fook has the following ethics framework in place:

- an Ethical Decision-Making Policy and Procedure,
- annual Ethical Code of Conduct for staff and Board members to sign,
- adopted the IDEA "model or tool" which provides a step-by-step process to guide Hong Fook in working through ethical issues,
- staff, student, and volunteer annual training,
- ethics lead, and
- participation in a central ethics network community of practice.

If you have an ethical dilemma, review the Policy and Procedure, download the IDEA tool, work with your immediate supervisor or designate and develop some recommendations to put into action. Remember our **continuous quality improvement (CQI) framework is Plan-Do-Study-Act.**

INCIDENT REPORTING, DISCLOSURE OF HARMFUL EVENTS, EXTERNAL COMPLAINTS, AND SURVEYS

What do all these things have in common? Ways to measure quality and safety within Hong Fook. For example, incident reporting trends inform us about activities or events that have caused an error to occur (safety). Understanding the cause of the error using human factor design tools like a **Root Cause Analysis (RCA)** offers an opportunity to prevent the error from happening again. Do you remember asking the **5 Whys... why...why...why...why...why** until the cause is revealed? There is also the **cause and effect or fishbone** tool which is very effective in determining the actual cause of an incident. And remember, in all harmful incidents an RCA is required as well as using the **Disclosure of Harmful Event Policy and Procedure.**

Consider the purpose of surveys (e.g., OPOC). The survey offers you an opportunity to identify areas for improvement. It is very useful to determine what types of CQI activities to undertake the next year. Monitoring external complaints also provides a quality lens and additional CQI activities to consider.

POLICIES, POLICIES AND MORE POLICIES...MANUALS...PLANS

Over the course of the last year, many of the existing policies have been reviewed and revised and some new ones developed. Please continue to review them and know where they are located in hard and soft copy.

Note: Human Resources, in collaboration with the HR Consultant, have extensively revised many of the policies. Currently, the policies are receiving a final review and signoff from our ED Bonnie and will be available shortly.

As well manuals have been updated including the Emergency and Disaster Plan and Pandemic Plan. The Risk Management Plan is currently being revised to reflect how Hong Fook manages certain risks.

LOOKING FORWARD...

Over the next few months, we will continue to be busy preparing for the on-site survey, gathering evidence to support the over 380 standards, finishing last minute reports and documents, and practicing responses posed by surveyors in large and small groups (Mock reviews).

Thank you all for your continued commitment and support for this important activity at Hong Fook.



New Strategic Plan Launched

Hong Fook has recently developed a Diversity Statement – IDEA (Inclusion, Diversity, Equity and Anti-Racism) and completed the 2022-2024 Strategic Planning with four following Strategic Themes. Please find details on our website.

1. Stabilize and Reinforce a Thriving Workforce
2. Build upon Strengths and Talents
3. Advance Service Quality, Safety and Risk Management
4. Strengthen Enabling Infrastructure



In end of last year, our Culturally Competent Recovery College received the Team Achievement Award presented by the Bhayana Family Foundation through the United Way Greater Toronto. Our Culturally Competent Recovery College is the first of its kind in Canada to adapt the innovative Recovery College model in a culturally appropriate, language-specific way. The blend of personal and professional experience in mental health underpins the work of this team, consisting of mental health workers, management and support staff, and a range of peer positions for individuals with lived experience, including peer coach, peer supporter workers and peer supporters.



Our Youth and Family Services was featured on CTV on the Bell Let's Talk Day this year. Online courses and pandemic isolation have taken a toll on the mental health of many students. But for those coming here from other countries to study, the stress is even harder. Check our Facebook posting or find the interview on [CTV News](#) and explore how our Briefing Counselling services have supported the university students coming from Asian countries in the culturally sensitive way.

Valuable Learning Experience with Youth and Family Services

By **Alice Yeung** and **Rita Au**

In the past five months, we have enjoyed a valuable learning experience through our student placement with Youth and Family Services. We had many opportunities to participate in professional training, shadow various colleagues, present wellness seminars to the community, provide counselling sessions and co-facilitate an Asian youth psychotherapy group. This exposure facilitates us to apply therapeutic knowledge to hands-on practice.

Apart from being practicum students, we are also Asian newcomers to Canada. This identity helps us to address the clients' needs and accompany them from our cultural background when providing services. Listening to their unique stories and challenges, we acknowledge how systematic barriers affect their mental health. With a better insight of mental health policies and social welfare system in Ontario, and a more in-depth understanding of people experiencing mental health challenges with diverse backgrounds, we feel more empowered to promote inclusion, social justice, equity and diversity in the Asian communities.

NPLC Updates

Besides delivering primary health care to clients of all ages, our inter-professional health team (including Nurse Practitioners, Registered Nurse, Health Promoter, Dietitian, Registered Social Worker) also deliver weekly programming to older adults through the Happy Living Forever for 55+ Fit program, and to pregnant women and their families through Growing Healthy Together prenatal classes.

In the past holiday season, the Happy Living Forever for 55+ Fit online program delivered "Pain Management

DIY" by Alice Cheng, Osteopath, and "Healthy Eating Tips in Chinese New Year" by Samantha Lin, NPLC Dietitian. These two significantly interactive workshops were well received by participants. Besides workshops that were conducted by professionals, active senior ambassadors also provided incredible "show and tell" demonstration on Cabbage Jade Dumplings, one traditional spring festival (vegetarian) dish from Nanjin China, and paper lantern for New Year celebration.

If you are interested to know more about the programs for older adults or for pregnant women and young babies, please contact **Annie Tse**, Health Promoter at **647-330-3734** or email annietse@hfchnplc.ca.

Upcoming Programs & Activities



Board and Committee Nomination

Hong Fook has kicked off the board and committee nomination process. Please find more details on <https://hongfook.ca/association/join-us/membership/> and complete the online nomination forms for nominees and for nominators respectively. For further details, please contact nomination@hongfook.ca.

Annual Volunteer Drive

Case Aide positions are back! Please check the 2023 available volunteer positions here <https://hongfook.ca/association/join-us/volunteers/> and send your application to volunteer@hongfook.ca. Stay tuned for the 2023 Hong Fook Gala volunteer registration.

Visit our website www.hongfook.ca/association and check our monthly calendars and Youth and Family seasonal program catalogue.

2023 Hong Fook Gala Finale Celebration of Hong Fook's 40th Anniversary



After the three-year pandemic, our Hong Fook Gala returns on **Saturday, June 17, 2023, at Hilton Toronto/Markham Suites, Conference Centre and Spa** in Markham.

We are honoured to have Hon. Michael Tibollo, Associate Minister of Mental Health and Addictions, as the keynote speaker, who will definitely contribute to this evening of inspiration, hope and giving.

In the past decade, your generosity has:

- helped us secure a **permanent location at Downtown Markham**, which houses our Asian Youth and Family Hub and our future Counselling and Psychotherapy Centre in York Region, and opens an alternate door for us to better attend to the rising needs of mental health services in southern York Region with highly concentrated Asian communities;
- supported the expansion of 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;

- fostered the growth of our innovative **culturally competent Recovery College**, a non-clinical model to improve personal recovery and create placement opportunities for peers to live a meaningful, autonomous and empowered life;
- supported our **stigma reduction work** to engage over 8,000 community members, building their coping skills and promoting their help seeking behaviors; and
- sustained our **continuum of services and quality care** helping 1,700 individuals with mental health challenges each year.

We appreciate your continuous support to the 2023 Hong Fook Gala in the following ways:

- **sponsoring** the Gala or putting an advertisement in the Gala program book;
- **donating** generously by cheque, in cash, or online;
- **contributing gifts** to the Gala night silent auction;
- **attending the Gala** as guests (\$300 per gala ticket); and/or
- **volunteering** for the Gala.

Please visit www.hongfook.ca/foundation to find more details. For inquiries or to order Gala tickets or Raffle tickets, please call **416-493-4242 ext. 5283** or email to foundation@hongfook.ca. Tickets can be picked up at any of the four Hong Fook locations when available.

The Health Ambassador Training has been a signature training in Hong Fook's Community Programs for over a decade. Half of the program expense is supported by the Foundation's fundraising revenue. Thanks to your generosity and commitment, each year about 50 health ambassadors complete the training and become well equipped with mental health knowledge and coping skills not just helping taking care of themselves, but also supporting their health promotion volunteer work in the community. Here is a sharing by one of the Mandarin-speaking Health Ambassadors.

人生到处知何似 何以飞鸿踏雪泥

9月第一个星期天，作为关心自己心理健康20年的“老病号”走进康福的会议室时心情颇为复杂，心底里那股子小抵抗隐隐作祟。坐下来十分钟后同学们的自我介绍就彻底粉碎了小抵抗，大家平静的分享着人生中的惊涛骇浪，生死离别，似飞鸿踏雪泥，偶留印记，不计东西，彼情彼景时至今日历历在目。

接下来几讲积极倾听、非暴力沟通、压力情绪与健康以及简单的几种精神疾病，最后是我自我关爱。每次上课老师先提纲挈领介绍下理论，独特的同学分享教学方法让我们反复操练直到了然于心。一个月下来明显感觉到自己的精

神状态十分愉悦，既有醍醐灌顶豁然开朗后的释然，也有阳光普照冰雪消融的欣喜，更有相视而笑莫逆于心的感动。到分别的时候同学们已然是最熟悉的陌生人，虽然未见过彼此的巅峰，却了解了坚韧；虽然不熟悉彼此的过往，却坚信会幸福；虽然没能风雨同舟，却建立了信任！

正是有了这样的学习过程和铺垫，和同学们再见在义工活动的时候，发现我们都是同样的积极倾听主动找到自己的角色，一样的摒弃情绪冷静对待形形色色社区居民，一样的互相关照展现出高度责任心。木心在《素履以往》中说：所谓深渊，下去，也是鹏程万里。成年人的世界深渊如影随形，有了康福的爱与陪伴，深渊也自当飞鸿，相信你！相信我！

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