



## ANNUAL REPORT 2021-2022





### Land Acknowledgement

Hong Fook acknowledges the land we are standing on today is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis.

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## MESSAGE FROM THE PRESIDENT & THE EXECUTIVE DIRECTOR



President:  
Ramon Tam



Executive Director:  
Bonnie Wong

### Hong Fook Mental Health Association celebrates 40th Years of Service to the Asian and Other Communities, Caring and Thriving Together

Over the past 40 years, Hong Fook has played an instrumental role pioneering community-based integrated care, psychological support, housing support, family support, community education and recovery programs which offer hope and dignity to those suffering from mental illness.

We don't need to describe these challenges, indeed the ravages of this affliction, which permeate all levels and strata of the newcomer and immigrant communities. While the attention to cultural and linguistic needs continues to rise in many health and mental health service areas, Hong Fook team members embrace our job every day to work against the stigma of mental illness and support our clients in the community to achieve and maintain wellness.

Recent studies have shown that due to this pandemic interruption there is an increase in anxiety and depression. One of the answers is early intervention, particularly with young people. Another is the community-based programs like the kind provided by Hong Fook to empower the clients to actively participate in the community, to take responsibility of their own health care and, as far as possible, to lead a life of their choosing. We are delighted to share with you our accomplishments and recent developments this year:

- Achieved the Accreditation Primer quality and safety journey outlined by the Accreditation Canada
- Completed the Recovery College Fidelity Evaluation by Ontario Shores Centre for Mental Health

Sciences and Canadian Mental Health Association National

- Expanded the Youth and Family Hub Programs and Ontario Structured Psychotherapy for the Chinese Community in York Region
- Relocated the Downtown Toronto Branch and opened a new office in Downtown Markham

We applaud to thank all the staff, caregivers and volunteers of Hong Fook for their inspiring professionalism and compassion, in particular to our NEW STAFF who have come into a 'pressure cooker' environment like all other health care workers in the city and strive in their new assignments. It is also appropriate to recognize the struggle and courage of those afflicted by mental illness and their families and friends, who also share that burden, often with remarkable love and fortitude. We also commend the great work and the leadership of our board of directors who continue to lead the way in conducting the governance review and the strategic planning for 2022-2025. But there is, of course, much work yet to be done.

Finally, we would like to thank our funders, donors, sponsors, friends, and partners for their continuous support and to celebrate every success to thrive together for many more years to come.

# MESSAGE FROM THE PRESIDENT & THE EXECUTIVE DIRECTOR



主席：譚忠岳



行政總監：黃吳淑芳

## 康福董事會主席及行政總監致辭

主席：譚忠岳    行政總監：黃吳淑芳

### 康福心理健康協會慶祝服務亞裔及其他社區40年，攜手關愛，共創未來

過去40年來，康福在開創以社區為本的綜合關護服務、心理支援、房屋支援、家庭支援、社區教育和復元計劃方面發揮了重要作用，為精神病患者帶來希望與尊嚴。

大家都能理解到各個階層的新移民和移民社區，都要面對種種挑戰，遭受到困苦煎熬。人們在健康及心理健康服務領域，對文化和語言需求的關注程度不斷提高；同時康福團隊成員每日仍致力於對抗精神疾病的污名化，支持服務使用者實現和保持身心健康。

最近的研究顯示，新冠肺炎疫情導致焦慮和抑鬱的情況增加。其中一個應對方法是早期干預，尤其是針對年輕人。另一個應對方法是康福所提供的“社區為本計劃”，幫助服務使用者積極參與社區，對自己的健康負責，並盡可能過自己選擇的生活。我們很高興與你分享今年的成就和最新發展：

- 取得由加拿大優質服務鑑證局頒發的基礎認證，顯示我們的服務質量及安全均達到標準
- 完成安省湖濱精神健康科學中心(Ontario Shores Centre for Mental Health Sciences)及加拿大心理健康協會的復元學院保真度評估
- 擴展青少年及家庭服務中心計劃和為約克區華裔社區服務的安省結構化心理治療計劃
- 多倫多市中心辦事處已搬遷到新址，並且在萬錦市中心開設了新辦事處

我們衷心感謝康福所有職員、關顧者和義工的專業精神和愛心，特別是新職員，他們像大多倫多市內其他醫護人員一樣，在高壓的環境下工作，努力執行新的任務。我們也要表揚精神病患者及其家人和朋友所展現的奮鬥精神和勇氣，他們以非凡的愛心和毅力，分擔了患者的負擔。我們同時要讚揚董事會的出色工作和領導，他們繼續帶領康福進行管理審查和2022-2025年服務策略規劃。當然，我們還有很多工作要做。

最後要感謝我們的資助者、捐助者、贊助商、朋友及合作夥伴的持續支持，在往後的日子我們會繼續齊心共進，慶祝每一個成果。

## 康福董事会主席及行政总监致辞

主席：譚忠岳    行政总监：黄吴淑芳

### 康福心理健康协会庆祝服务亚裔及其他社区40周年，携手关爱，共创未来

在过去的40年里，康福在开创以社区为基础的综合关护服务、心理支持、住房支持、家庭支持、社区教育和复元计划方面发挥了重要作用，为精神病患者带来了希望和尊严。

众所周知，新移民及移民社区的各个层面和阶层，均要面对种种挑战，甚而遭受到痛苦的煎熬。虽然在心理健康及其他健康服务领域对文化和语言需求的关注度有了不断提高，这仍离不开康福团队成员每日的努力工作：对抗精神疾病的污名化，支持社区服务，使其服务对象实现和保持身心健康。

最新的研究显示，新冠疫情导致焦虑症和抑郁症增加。如何应对？一是早期干预，尤其是对年轻人。二是如康福在社区中开展的工作，帮助服务对象积极参与社区活动，对自己的健康负责，并尽可能过自己选择的生活。我们很高兴与你分享康福今年的成就和最新发展：

- 取得了由加拿大优质服务鉴证局颁发的基础认证，显示我们的服务质量及安全均达到标准
- 完成了安省湖滨精神健康科学中心(Ontario Shores Centre for Mental Health Sciences)及加拿大心理健康协会的复元学院的认证评估
- 扩展了青少年及家庭服务中心计划和为约克区华裔社区服务的安省结构化心理治疗
- 康福多伦多市中心分部已搬迁到新址，同时在万锦市中心开设了新的分部

我们衷心感谢康福的所有员工、病患家属和义工的敬业精神和爱心，特别是我们的新员工，他们像大多伦多市內其他医护人员一样，在压力环境下努力完成新的任务。我们也要表扬精神病患者及其家人和朋友所展现的奋斗精神和勇气，他们以非凡的爱心和毅力，分担了患者的痛苦。我们同时还要赞扬董事会的出色工作和领导，他们将继续带领康福，进行治理监督及制定2022-2025年的战略规划。当然，我们还有很多工作要做。

最后，我要感谢我们的资助者、捐助者、赞助商、朋友及合作伙伴的持续支持，今后我们会继续齐心协力，共庆成功的未来。

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

Chủ tịch: Ramon Tam    Giám Đốc Điều Hành: Bonnie Wong

Hiệp hội Sức Khỏe Tâm Thần Hồng Phúc kỷ niệm 40 năm phục vụ cho cộng đồng Á châu và các cộng đồng khác, Cùng nhau Chăm Sóc và Phát Triển

Trong hơn 40 năm qua, Hồng Phúc đã đóng một vai trò đi tiên phong trong các chương trình chăm sóc tổng hợp dựa trên căn bản cộng đồng, giúp đỡ về mặt tâm lý, hỗ trợ nhà ở, gia đình, giáo dục cộng đồng và các chương trình phục hồi nhằm đem lại hy vọng và phẩm giá cho những người mắc bệnh tâm thần đang gánh chịu.

Chúng ta không cần phải mô tả những thách thức này, sự tàn phá thật sự của thảm họa này, nó trải rộng trong mọi mức độ và tầng lớp của các cộng đồng người di dân và người mới định cư. Trong khi sự chú trọng về nhu cầu văn hóa và ngôn ngữ tiếp tục gia tăng trong nhiều lãnh vực dịch vụ về sức khỏe và sức khỏe tâm thần, các thành viên trong nhóm Hồng Phúc vẫn tiếp tục lo những công việc của chúng tôi hằng ngày để chống lại sự kỳ thị về bệnh tâm thần và giúp đỡ các thân chủ của chúng tôi trong cộng đồng để đạt được và duy trì sức khỏe lành mạnh.

Các nghiên cứu gần đây đã cho thấy rằng do sự gián đoạn của đại dịch này, nó đã đưa đến sự gia tăng lo lắng và trầm cảm. Một trong những câu trả lời để chữa chứng bệnh này là cần sớm chữa trị, đặc biệt là cho những người trẻ. Thêm một cách khác nữa là các chương trình dựa trên căn bản cộng đồng như là chương trình do Hồng Phúc cung cấp để trao quyền cho thân chủ tham gia tích cực vào cộng đồng, tự nhận trách nhiệm về việc chăm sóc sức khỏe chính mình tối đa để dẫn đến một cuộc sống mà họ chọn lựa. Chúng tôi rất vui để chia sẻ với các bạn về những thành tựu và phát triển gần đây của chúng ta trong năm nay:

## 협회장과 사무장의 인사말

협회장: 르몬 템 Ramon Tam    사무장: 보니 웡 Bonnie Wong

### 홍록 정신건강협회는 아시아 커뮤니티를 비롯한 지역사회에서 함께 돌보고 성장하며 봉사해온 지난 40년을 기념합니다

홍록은 지난 40년간 지역사회에 기반한 통합적 돌봄, 심리적 도움, 주거지원, 가족지원, 지역사회 교육과 회복 프로그램 등을 선도하며 정신질환이 있는 이들에게 희망을 주고 존엄성을 증진하는 일에 중요한 역할을 해 왔습니다.

말할 필요 없이, 여기에는 여러 가지 난관이 따르며, 실로 이러한 고통의 상처는 새 이민자를 포함한 이민사회의 모든 분야와 계층에 만연해 있습니다. 보건 서비스와 정신건강 서비스의 여러 영역에서는 문화-언어적 수요가 날로 증가하고 있어서 홍록 직원들은 일상적으로 정신질환의 낙인에 맞서 싸우면서 지역사회 고객들이 건강을 회복, 유지하도록 지원하고 있습니다.

최근의 연구에 따르면, 이번 코비드 전염병 대유행으로 불안장애와 우울증이 늘어났습니다. 이에 대한 한 가지 해답은 조기 개입입니다. 특히 젊은 사람들의 경우는 더욱 그렇습니다. 또 다른 해결책은 홍록이 제공하는 것과 같은 지역사회 기반 프로그램으로, 고객이 지역사회에서 적극적으로 활동할 수 있도록 역량을 강화하고 자신의 건강 관리에 대한 책임을 지며, 가능하다면 자신이 선택한 삶을 꾸려 나갈 수 있도록 지원하는 것입니다. 우리는 올해 홍록이 이룩한 성과와 최근의 발전을 다음과 같이 나누게 되어 기쁘게 생각합니다.

- 캐나다 인증원 (Accreditation Canada) 의 품질·안전 기본(Primer) 인증 취득
- 온타리오 쇼어즈 (Ontario Shores) 정신건강 센터, 캐나다 정신건강협회(CMHA) 전국본부의 회복학교 충실도 평가 완료
- 오크 지역 중국 커뮤니티를 위한 청소년·가족 프로그램과 온타리오 규격 심리치료 확대
- 토론토 다운타운 사무실 이전, 마감 다운타운 새 사무실 개업

우리는 홍록의 모든 직원, 보호자, 자원봉사자의 우수한 전문성과 사랑의 마음에 감사하며, 토론토의 여타 모든 의료 종사자들과 마찬가지로 ‘스트레스가 심한’ 환경에 입사하여 새 임무에 매진하는 신입 직원들에게 특히 감사의 박수를 보냅니다. 또한 정신질환으로 고통 받는 사람들, 그리고 놀라운 사랑과 의연함으로 그 고통을 함께 지는 가족과 친구들의 분투와 용기에도 감사드립니다. 아울러 2022-2025년 관리운영 검토와 전략기획을 지속적으로 주도해 나가는 홍록 이사진의 뛰어난 업무와 지도력을 높이 평가합니다. 그러나 물론 아직도 할 일이 많습니다.

마지막으로, 홍록의 기금제공자, 기부자, 후원자, 친구, 파트너 등의 지속적인 지원에 감사드리고 모든 성공을 축하하며 날로 함께 번창할 수 있기를 기원합니다.

- Đạt được sự công nhận về hành trình an toàn và chất lượng của the Primer (the Accreditation Primer quality and safety journey) do Accreditation Canada đặt ra.

- Đã hoàn tất Sự đánh giá về mức độ trung thực trường Cao Đẳng hồi phục (the Recovery College Fidelity Evaluation) của trung tâm Ontario Shores Centre cho Khoa Học Sức Khỏe Tâm thần và Hiệp hội Sức khỏe Tâm thần Quốc gia.

- Mở rộng chương trình cho Thanh Niên và Gia đình và Tâm lý trị liệu Cầu trục Ontario cho cộng đồng người Hoa ở vùng York.

- Di dời chi nhánh Downtown Toronto và mở văn phòng mới tại Downtown Markham.

Chúng tôi thật khen ngợi và cảm ơn tất cả các nhân viên, người chăm sóc và tình nguyện viên của Hồng Phúc vì sự chuyên nghiệp và lòng nhân ái đầy nhiệt tình, đặc biệt là các NHÂN VIÊN MỚI của chúng ta, những người đã bước vào một môi trường như “nồi áp suất” giống như những nhân viên y tế khác trong thành phố và nỗ lực trong các công việc mới được giao cho. Cũng rất đúng để ghi nhận sự tranh đấu và lòng can đảm của những người đã bị ảnh hưởng vì bệnh tâm thần, gia đình và bạn bè của họ, những người này cũng chia sẻ gánh nặng đó, thường bằng tình yêu thương và lòng dũng cảm. Chúng tôi cũng ca ngợi công lao to lớn và sự lãnh đạo của ban giám đốc điều hành, những người tiếp tục dẫn đường trong sự thực hiện đánh giá việc quản trị và hoạch định chiến lược cho năm 2022-2025. Nhưng tất nhiên cũng còn rất nhiều việc chưa xong cần phải làm.

Cuối cùng, chúng tôi xin cảm ơn những người đứng ra quyền góp, những người hiến tặng, tài trợ, bạn bè và đối tác đã liên tục hỗ trợ và kỷ niệm mừng mọi thành công để cùng nhau phát triển trong nhiều năm tới.

## សារលិខិតពីលោកប្រធាននិងនាយកប្រតិបត្តិ

ប្រធាន: រ៉ាម៉ន តាម Ramon Tam    នាយកប្រតិបត្តិ: បូនី វ៉ុង Bonnie Wong

ក្នុងរយៈពេល 40 ឆ្នាំកន្លងមកនេះ ហុងហ្វុកបានដើរតួនាទីយ៉ាងសំខាន់ក្នុងការត្រួសត្រាយផ្លូវក្នុងការថែរក្សាសមាហរណកម្មសហគមន៍ ការគាំទ្រផ្លូវសតិការម្មណ៍ ការគាំទ្រលំនៅដ្ឋាន ការគាំទ្រគ្រួសារ ការអប់រំសហគមន៍ និងកម្មវិធីស្តារឡើងវិញ

ដែលផ្តល់ក្តីសង្ឃឹម និងសេចក្តីថ្លៃថ្នូរដល់អ្នកដែលមានជំងឺផ្លូវសតិការម្មណ៍។

យើងមិនចាំបាច់ណែនាំពីបញ្ហាប្រឈមទាំងនេះទេ ពាករពិតណាស់ ការបំផ្លិចបំផ្លាញនៃទុក្ខវេទនានេះ ដែលសាយភាយទៅគ្រប់កម្រិត និងគ្រប់ស្រទាប់នៃសហគមន៍អ្នកចំណូលថ្មី និងជនអន្តោប្រវេសន៍។ ខណៈពេលដែលការយកចិត្តទុកដាក់លើតម្រូវការផ្នែកប្រព័ន្ធ និងភាសានៅតែបន្តកើនឡើងនៅក្នុងផ្នែកសេវាសុខភាព និងសុខភាពផ្លូវសតិការម្មណ៍ជាច្រើន ក្រុមសមាជិកហុងហ្វុកបានយកចិត្តទុកដាក់ក្នុងការងាររបស់ពួកយើងជារៀងរាល់ថ្ងៃ ដើម្បីធ្វើការប្រឆាំងនឹងការមាក់ងាយនៃជំងឺផ្លូវសតិការម្មណ៍ និងគាំទ្រអតិថិជនរបស់ពួកយើងនៅក្នុងសហគមន៍ដើម្បីទទួលបាន និងថែរក្សាសុខភាព។ ការសិក្សាថ្មីៗបានបង្ហាញថា ដោយសារតែការរីងខាននៃជំងឺរាតត្បាតនេះ មានការកើនឡើងនៃការអន្ទុះសារ និង ភាពទុក្ខព្រួយ។ ចម្លើយមួយក្នុងចំណោមចម្លើយទាំងឡាយគឺការអនុវត្តគមន៍ឆាប់រហ័ស ជាពិសេសជាមួយមនុស្សវ័យក្មេង។ មួយទៀតគឺកម្មវិធីសហគមន៍ដែលផ្តល់ដោយហុងហ្វុកដើម្បីផ្តល់សិទ្ធិអំណាចដល់អតិថិជនក្នុងការចូលរួមយ៉ាងសកម្មនៅក្នុងសហគមន៍ ទទួលខុសត្រូវលើការថែទាំសុខភាពរបស់ពួកគេ និងតាមដែលអាចធ្វើបាន ដើម្បីដឹកនាំវិធីវិធានតាមអ្វីដែលពួកគេជ្រើសរើស។ យើងមានសេចក្តីសោមនស្សរីករាយក្នុងការចែករំលែកជាមួយលោកអ្នកនូវភាពជោគជ័យ និងការអភិវឌ្ឍន៍ថ្មីៗរបស់យើងក្នុងឆ្នាំនេះ៖

- ទទួលបានភាពទទួលស្គាល់នូវគុណភាព និងសុវត្ថិភាពបឋមនៃការធ្វើដំណើរដែលគួសបញ្ជាក់ដោយ ភាពទទួលស្គាល់ជាផ្លូវការនៃភាពណាង។
- បានបញ្ចប់ការវាយតម្លៃភាពស្មោះត្រង់នៃការសិក្សាភាពជាស្នើឡើងវិញ ដោយមជ្ឈមណ្ឌលប្រវត្តិនៃខេត្តអនាមីយ៉ូ សម្រាប់វិទ្យាសាស្ត្រសុខភាពសតិការម្មណ៍ និងសមាគមសុខភាពសតិការម្មណ៍នៃជាតិកាណាដា។
- ពង្រីកកម្មវិធីយុវជន និងមជ្ឈមណ្ឌលក្រុមគ្រួសារ និង ការព្យាបាល តែតែងជំងឺផ្លូវចិត្តនៃខេត្តអនាមីយ៉ូ សំរាប់សហគមន៍ជិន នៅក្នុងតំបន់យ៉េក។
- ផ្លាស់ប្តូរទាំងសាខានៅកណ្តាលទីក្រុងកូរ៉ង់តូ និងការបើកការិយាល័យថ្មីនៅ កណ្តាលទីក្រុងម៉ាទី។

យើងខ្ញុំសូមអរសាទរ សូមអរគុណដល់បុគ្គលិក អ្នកថែទាំ និងអ្នកស្ម័គ្រចិត្តទាំងអស់របស់ហុងហ្វុក សម្រាប់វិជ្ជាជីវៈ និងក្តីមេត្តាដ៏ស្នប់ស្អប់ស្អាត ជាពិសេសចំពោះបុគ្គលិកថ្មីរបស់យើង ដែលបានចូលមកក្នុងបរិយាកាស “សម្បទាន្តស” ដូចបុគ្គលិកថែទាំសុខភាពដទៃទៀតនៅក្នុងទីក្រុង ហើយមិនចម្លើងអាយចជីនក្នុងការងារថ្មីរបស់ពួកគេ។ ភាគីសមរម្យជនដែរក្នុងការទទួលស្គាល់ ការកសិ និងភាពក្លាហានរបស់អ្នកដែលងទុក្ខដោយជំងឺផ្លូវសតិការម្មណ៍ និងក្រុមគ្រួសារ និងចិត្តគំរិបរបស់ពួកគេ ដែលចែករំលែកបន្ទុកនោះផងដែរ ជាញឹកញាប់ដោយក្តីស្រឡាញ់ និងសេចក្តីអត់ធ្មត់ដ៏រួមឱ្យកត់សម្គាល់។ យើងក៏សូមគោតសរសើរចំពោះការងារដ៏អស្ចារ្យ និងការដឹកនាំរបស់ក្រុមប្រឹក្សាភិបាលរបស់យើង ដែលបន្តដឹកនាំក្នុងដំណើរការត្រួតពិនិត្យអភិបាលកិច្ច និងនៃការយុទ្ធសាស្ត្រសម្រាប់ឆ្នាំ ២០២២-២០២៥។ ប៉ុន្តែជាការពិតណាស់ មានការងារជាច្រើនដែលត្រូវធ្វើ។

ជាចុងក្រោយ យើងខ្ញុំសូមថ្លែងអំណរគុណដល់សប្បុរសជន ម្ចាស់ជំនួយ ម្ចាស់ឧបត្ថម្ភ ចិត្តភក្តិ និងដៃគូដែលតែងតែគាំទ្រ និងអបអរសាទរដល់លំហូរភាពជោគជ័យទាំងអស់ សូមឱ្យវិភាគច្រើនរងរៀងជាមួយគ្នាជាយូរអង្វែងទៅមុខទៀត។

## CARING

### Continue our journey of quality care

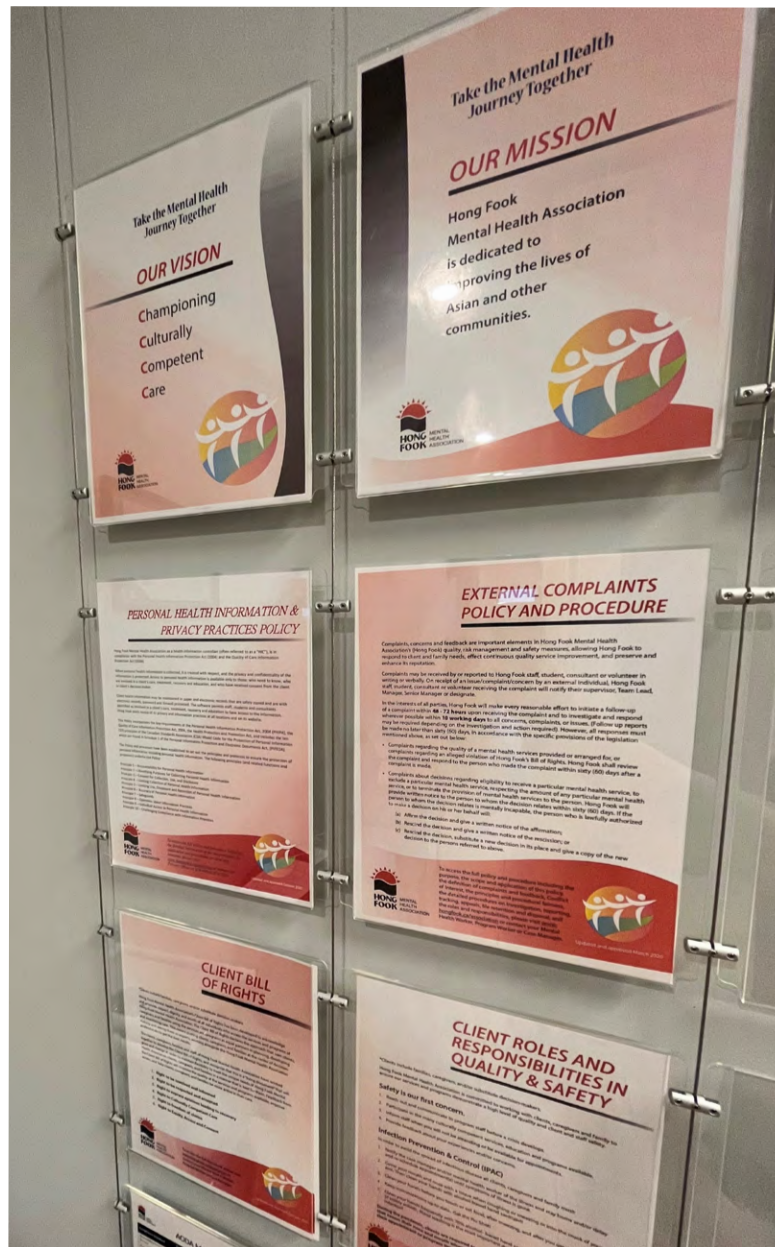
Providing leadership in community mental health, crisis prevention and risk reduction, improving quality, and building a safety culture is integral to everything Hong Fook does at the governance and operational levels. They are imbedded in our Mission, Vision, Values, Strategic Plan and priorities. With this in mind, we are preparing to undergo the second accreditation cycle, “Qmentum” with Accreditation Canada, a national health care and social service accreditation body, in March 2023.

The program focuses on several areas of the organization from a quality, safety, and risk management perspective. The focus will include assessing and meeting standards related to governance, leadership, medication management for community-based organizations, infection prevention and control for community-based organizations, and mental health community-based standards.

Preparing for the Qmentum program involves four main phases:

1. self-assessment questionnaires which determine Hong Fook’s safety and quality culture within the organization, staff satisfaction, and board effectiveness surveys. Action plans are created based upon the results and opportunities for improvement;
2. a gap analysis and needs assessment aligned with over 360 standards of excellence from Accreditation Canada;
3. an on-site survey with two surveyors with experience in community mental health services and programs; and
4. a final report and decision approximately 14 days post the site survey.

To date, our team is excitingly moving forward with phases one and two towards the objective of building capacity with a culture of continuous quality improvement (CQI) and safety. The self-assessment surveys have been completed; action plans have been developed; and CQI initiatives are underway. Although facing a lot of work associated with the accreditation process, staff and volunteers shared the greatest benefits of accreditation “...learning what others do within the organization, how to do things more efficiently and safely ensuring quality programs and services, and a great sense of pride!” With this approach, past performance, and great attitude, we are well positioned to succeed in the first Qmentum accreditation cycle!



*Our commitment to clients displayed at all offices*

### Assess service users’ perception of care using a health equity lens

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 our clients’ perception of care, experience accessing services, and experience within services, and to further identify the area for quality improvement. To assure the equal access for our clients with language barriers, given the expansion of the OPOC tool into additional versions, our team, in partnership with Centre for Addiction and Mental Health, translated the versions for housing clients and caregivers, to grasp a more accurate perception of care based on their specific needs.

## THRIVING

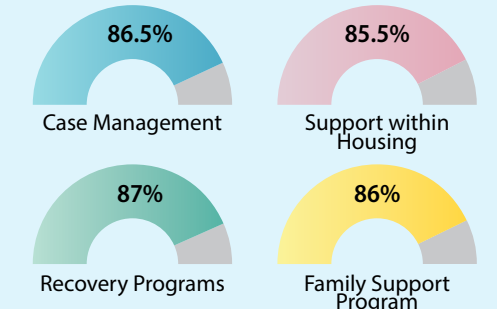
### New inter-generational programs to build trustful relationship between youth and parents

Immigration often shifts power dynamics in the home, and youth take on a parentified role burdened with practical tasks like language translation, street navigation, or taking care of their younger siblings or cousins. Hong Fook sees this create tensions and struggles for power between parents and youth in every day interactions in the home. However, we also know youth are resilient. Provided with a safe environment to make mistakes and learn from it, youth find inspiration in others, embrace challenges, accept criticism, have a desire to learn and most importantly, persevere in the face of failures. Our Youth Programs find interactive ways to create this environment.

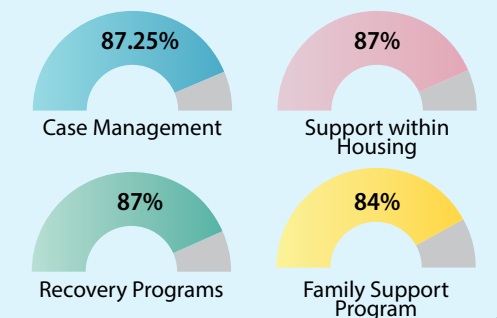
Launched during the pandemic where these tense interactions were heightened with increased time spent in the home, the Dumplings of Love program brought Asian parents and youth together, away from electronics, to make and eat dumplings – Jiao Zi (Mandarin) or Mandu (Korean) – together. The goal of a program so “simple” was to create an environment that rebalances power dynamics in the home through sharing a hands-on task, then celebrating its success by eating the dumplings together, while youth workers provided encouragement and reinforcement of positive moments of youth and parent interactions. It also allowed for parents to share with youth cultural family stories of how they made meals with the generations before them. The result was stellar! Not only did the program see diverse shapes of Jiao Zi or Mandu, youth and parents let program staff know they felt proud of the Asian identity and continued to make and share more meals at home together.

### In 2021-2022, our clients who responded to the OPOC agree...

Our services have helped them deal more effectively with life’s challenges.



Our services are of high quality.



### Dumplings of Love Program



## New accomplishments to facilitate our peers' recovery in culturally competent way

Our Recovery Programs continue to grow and glow! Last year, our culturally competent Recovery College completed the fidelity assessment based on the criteria developed by ImROC (Implementing Recovery Through Organizational Change) by the evaluation team of Ontario Shores Centre for Mental Health Sciences (Ontario Shores) with the collaboration of the Canadian Mental Health Association (CMHA) National. Our Recovery College received feedback from the evaluation team, which includes (1) demonstrating strong recovery principles, which is conceptualized through the CHIME framework (connection, hope, identity, meaning, and empowerment), (2) delivering based on solid community partnerships to enhance co-production processes and community integration among peers, along with seeking additional opportunities to promote social connectedness, and (3) pioneering an innovative and world leading means of providing culturally informed mental health education and support that fosters connection, hope and empowerment.

We have partnered with Hope+Me – Mood Disorders Association of Ontario (MDAO) to provide Peer Support Training to peers since 2020. To make this training accessible to our Hong Fook community, we translated the MDAO training workbook into traditional and simplified Chinese, Korean and Vietnamese last year. We also started to adapt this training to meet the unique needs of Hong Fook community and look forward to the first in-house Peer Support Training delivered in Cantonese by early 2023.



Our confident peer supporters

## TOGETHER Collaborate on addressing anti-Asian racism

During the pandemic, the recent reports of spikes in hate crimes and discrimination against Asians in North America have reignited an ongoing movement to end anti-Asian racism. In the past year, Hong Fook has shared our collective concern on anti-Asian racism and the emotional turmoil in our communities, to several umbrella organizations such as Addictions and Mental Health Ontario (AMHO), Ontario Council of Agencies Serving

Shared by our ED Bonnie Wong with Global News in Asian Heritage Month

“

**“We heard enough stories about injustice...  
(We) need ministries and departments  
working together to support the community  
because Canada is a place for all”**

— BONNIE WONG

Global

”

Immigrants (OCASI), and participated in the Mayor Roundtable initiated by the City of Toronto Mayor John Tory with service providers and community groups in East Asian communities.

When asked to contribute to “Another Year: Anti-Asian Racism across Canada, Two Years into the COVID-19 Pandemic” published by Chinese Canadian National Council Toronto Chapter, our ED Bonnie Wong shared, “Racism and discrimination constitute pervasive stressors in the daily lives of many racial and ethnic minority individuals and our Asian youth is not immune. Racial discrimination has become a contributory factor in the occurrence of physical and mental health conditions. At Hong Fook, we hear from Asian youth that they feel ashamed of their social identities, such as being Asian. They find it difficult to share these experiences with their parents. This can cause more feelings of isolation, and prevent them from equally participating in the Canadian society.”

## Expand our service reach to diverse populations

During the pandemic, we saw Asian gay, lesbian, bi, trans and queer (LGBTQ+) youth reach out to Hong Fook's Brief Counselling Services in numbers never seen before. Needless to say, pandemic isolation has not been easy for everyone. What we heard specifically from LGBTQ+ youth was that they were no longer able to see their “chosen families” – a non-biologically related group of people established to provide ongoing social support – often friends or peers at school. Many shared they felt unsafe in their own homes, with family members, who make them feel unable and uncomfortable to be their full selves. Many felt marginalized within their own homes, because of the stigma of their LGBTQ+ identities and the invisibility of the mental health challenges faced. Seeing the numbers of youth reaching out with such similar struggles, Hong Fook partnered with Asian Community AIDS Services (ACAS), a community-based organization that has provided HIV/AIDS education, prevention, and support services to the East and Southeast Asian Canadian communities for 25 years, to start Hong Fook's first LGBTQ+ mental health peer support group for youth. This one of a kind group is the only space in Ontario for Asian LGBTQ+ facing mental health challenges to gather, share, vent, support and discuss on their experiences of the intersectionality of mental health, gender, sexual orientation, race, disability, immigration, family histories. Immediately following the first group session, peer group members let facilitators and staff know they would return. They have since consistently returned to this “caring, supportive, accepting” group!

Factsheet developed by our Youth Council

### LGBTQ 101

HONG FOOK  
YOUTH & FAMILY SERVICES

## DO NOT...

- Push people to say anything they are not comfortable saying
- Make assumptions about someone's identity just because they are presenting in a certain way (genders, s/o, etc.)
- Use slurs, don't use 'gay' as a derogatory term
- Judge others

*“Love is never wrong”*

MELISSA ETHERIDGE

## DO THESE AS A STAFF!

- Using Gender neutral language (eg. friends, fellows folks, people, partners, etc)
- Know that identities are complex and maybe you cannot fully understand it if you have not experienced it
- Address homophobia/transphobia/etc. Make it clear that this is a safe space for LGBTQ+ and that homophobia and transphobia won't be tolerated
- Know that not everyone is out of the closet, so don't mention their sexual orientation/gender identity when talking to mutual friends or their parents (if you get what I mean) because it may not be safe for them
- Not afraid to ask for pronouns/correct if needed, use prefer names if uncertain
- No assumptions of general experiences eg. be open-minded, don't assume that the holidays are a great time for everyone
- Be tactful in our lgbt support and not flashy.

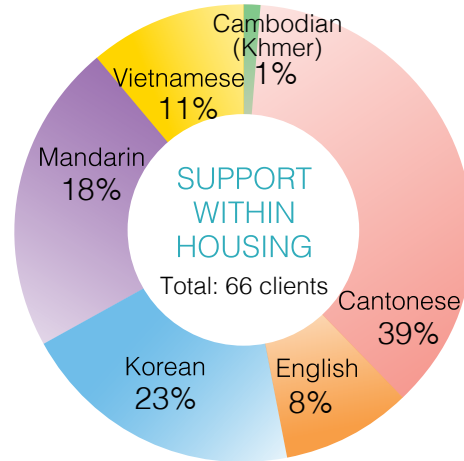
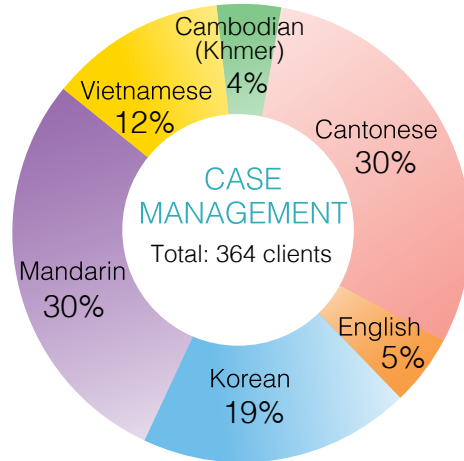
# SERVICE STATISTICS

April 2021 – March 2022

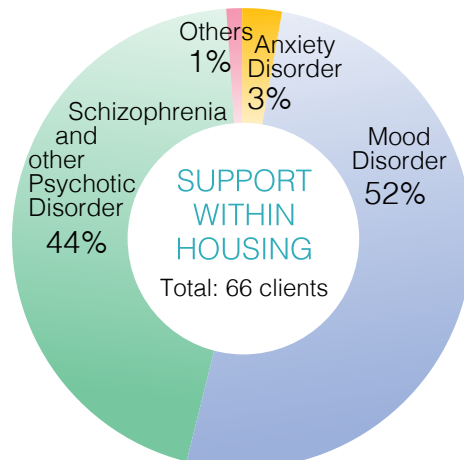
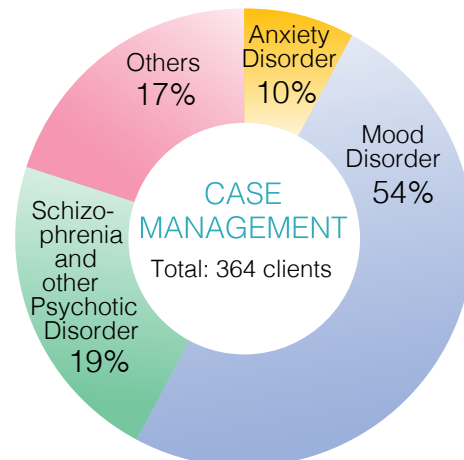
## CLINICAL SERVICES

- **2,801** unique clients served, including **2,044** new referrals
- **20,182** virtual/in-person client meetings, home visits and phone calls delivered
- **139** psychotherapy sessions delivered with a total attendance of **1,665**
- **6** volunteers (including **1** client) helping for **55** hours
- **3,759** patient visits in Asian Clinic, including **650** new referrals

### Preferred Languages



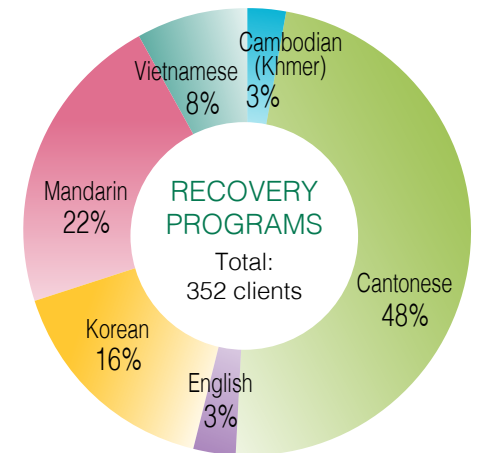
### Primary Diagnosis



## RECOVERY PROGRAMS

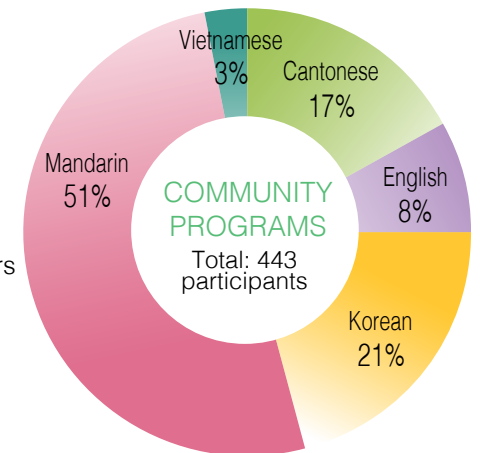
- **352** unique clients served, including **155** new referrals
- **1,188** group sessions delivered
- **10,609** attendance days
- **31** Peer Supporters provided with honorarium-based placement
- **16** volunteers (including **3** clients) helping for **413** hours

### Preferred Languages



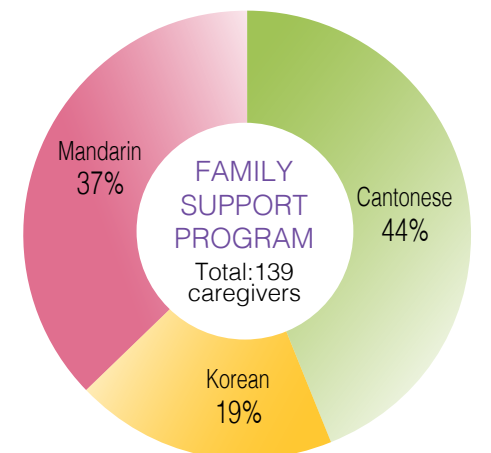
## COMMUNITY PROGRAMS

- **443** unique participants served, including **176** new referrals
- **4,814** contacts reached out in the community
- **443** group sessions delivered
- **3** Community Advisory Committees
- **132** volunteers (including **32** program participants) helping for **3,550** hours
- **19** Journey to Promote Mental Health Training and educational sessions delivered to **965** settlement workers and newcomers



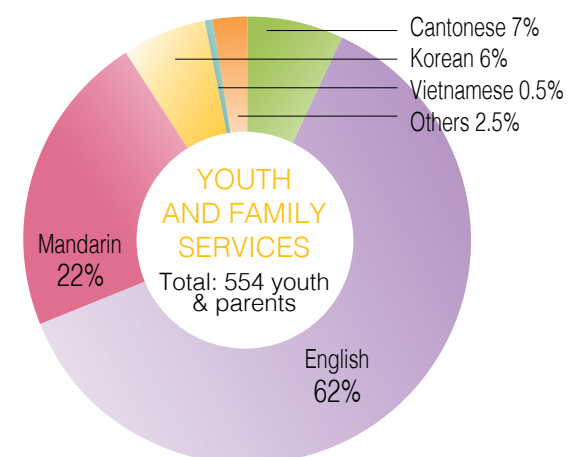
## FAMILY SUPPORT PROGRAM

- **139** unique caregivers served, including **46** new referrals
- **134** group sessions delivered
- **1,128** attendance days
- **3** Family Advisory Committees
- **9** volunteers (including **6** caregivers) helping for **146** hours

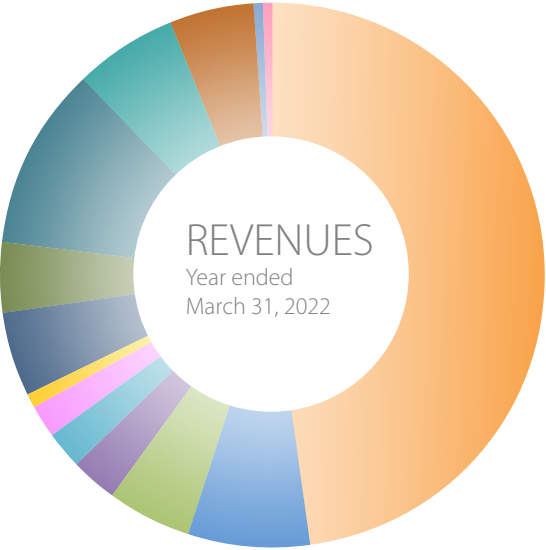


## YOUTH AND FAMILY SERVICES

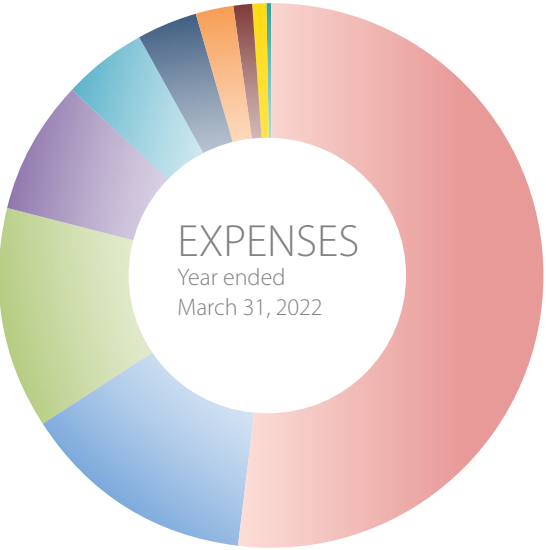
- **349** unique youth served
- **205** unique parents served
- **1,358** contacts reached out
- **274** group sessions delivered
- **2,722** attendance days
- **15** volunteers (including **6** caregivers) helping for **216** hours



# FINANCIAL SNAPSHOT



|  |     |  |     |  |      |
|--|-----|--|-----|--|------|
| Ontario Health East                          | 48% | Employment and Social Development Canada | 1%  | Rent Supplement Program                                  | 6%   |
| Ontario Ministry of Health                   | 7%  | United Way Greater Toronto               | 5%  | Interest and Other Income                                | 5%   |
| Regional Municipality of York                | 5%  | Hong Fook Mental Health Foundation       | 4%  | Donations  | 0.5% |
| Immigration, Refugees and Citizenship Canada | 3%  | Hospital and Community Partnerships      | 11% | Amortization of Deferred Contribution for Capital Assets | 0.5% |
| Ontario Ministry of Education                | 2%  |  |     |  |      |
| City of Toronto                              | 2%  |  |     |  |      |



|                         |     |  |     |  |      |
|-------------------------|-----|--|-----|--|------|
| Community Mental Health | 52% | Youth and Family Services                          | 10% | Psychotherapy and Counselling Programs | 2%   |
| Rent Supplement Program | 14% | HF Connecting Health Nurse Practitioner-Led Clinic | 5%  | Other Programs and General             | 1%   |
| Community Programs      | 13% | Journey to Promote Mental Health                   | 3%  | Amortization                           | 0.8% |
|                         |     |  |     | Investing in Neighbourhoods            | 0.2% |

## REVENUES 2021 -2022 (Year ended March 31, 2022)

### GOVERNMENT GRANTS

|  |           |
|--|-----------|
| Ontario Health East                          | 2,934,677 |
| Ontario Ministry of Health                   | 412,139   |
| Regional Municipality of York                | 322,855   |
| Immigration, Refugees and Citizenship Canada | 153,829   |
| Ontario Ministry of Education                | 140,000   |
| City of Toronto                              | 136,624   |
| Employment and Social Development Canada     | 56,393    |

### NON-GOVERNMENT GRANTS

|                            |         |
|----------------------------|---------|
| United Way Greater Toronto | 306,505 |
|----------------------------|---------|

### FOUNDATION CONTRIBUTIONS

|                                    |         |
|------------------------------------|---------|
| Hong Fook Mental Health Foundation | 226,000 |
|------------------------------------|---------|

### OTHER REVENUES

|  |                  |
|--|------------------|
| Hospital and Community Partnerships                      | 660,904          |
| Rent Supplement Program                                  | 385,913          |
| Interest and Other Income                                | 294,160          |
| Donations  | 39,801           |
| Amortization of Deferred Contribution for Capital Assets | 44,468           |
| <b>Total Revenues</b>                                    | <b>6,114,269</b> |

## EXPENSES 2021 - 2022 (Year ended March 31, 2022)

|  |                  |
|--|------------------|
| Community Mental Health                            | 3,052,904        |
| Rent Supplement Program                            | 798,288          |
| Community Programs                                 | 745,304          |
| Youth and Family Services                          | 586,497          |
| HF Connecting Health Nurse Practitioner-Led Clinic | 292,698          |
| Journey to Promote Mental Health                   | 178,116          |
| Psychotherapy and Counselling Programs             | 105,675          |
| Other Programs and General                         | 87,697           |
| Amortization                                       | 44,468           |
| Investing In Neighbourhoods                        | 10,586           |
| <b>Total Expenses</b>                              | <b>5,902,233</b> |

|   |                |
|---|----------------|
| <b>Excess of Revenues over Expenses</b> | <b>212,036</b> |
|---|----------------|

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Thomas Tam

Tue Thai Hoang

Wendy Lee

Winnie Tsang

Yun Back Kim

Yvonne Lo

# MESSAGE FROM THE FOUNDATION CHAIR



## Unwavering commitment to raising both funds and awareness in these challenging times

Chair: Dr. Peter Chang

The timely access to culturally competent mental health care is the top 1 priority Hong Fook has been addressing in the sector. The three-year pandemic has taken a toll on not only our community but also our workforce. By early 2022, 1 in 4 Ontarians access mental health help, the highest rate during the pandemic. Our Association has also experienced the highest staff turnover among the past five years. This is the moment, more than ever, we need to attend to the impact of these uncertain times on our mental health. We are sincerely grateful for having the continuous support from our donors, corporate partners, and supporters in these challenging times.

The pandemic also transformed our major annual fundraising campaign from the Hong Fook Gala to the **Hong Fook Radiothon** in partnership with Singtao A1 Radio through their radio, print and social media channels. This new platform has significantly increased our reach and introduced our mental health resources and services to a larger community.

At the same time, we have also explored other ways to raise funds while promoting mental health awareness. In March 2021, we brought back our Movie Night tradition, by hosting a **virtual film screening The World is Bright** in partnership with the Story Money Impact. In two months, this campaign reached out to 28,464 contacts and generated 280 views of the film, addressing the hidden risk factors impacting immigrant mental health, which have been increasingly influential during the pandemic and amid the anti-Asian racism.

In May 2022, to celebrate our Association's 40th anniversary, we launched a **Caring and Thriving Together social media campaign**, by developing and promoting five client story videos. On top of the fund raised, the social media campaign generated a total impression of 403,527 via YouTube, Facebook and 51.ca WeChat official account and helped more community members aware of Hong Fook's continuum of services in different ethno-cultural communities.

Last but not least, we are proud to share that our Foundation has **purchased a property at 3621 Highway 7 East, Markham**, in earlier 2022. This supports the Association to open up the fourth Branch for our Asian Youth and Family Hub and Counselling and Psychotherapy Centre in York Region. It opens an alternate door for Hong Fook to support the rising needs of mental health services in southern York Region with highly concentrated Asian communities. Moving forwards, we count on your continuous commitment to caring and thriving with us together.

Dr. Peter Chang, Foundation Chair and Bonnie Wong, Association ED, with A1 Radio DJs



# DONORS & SPONSORS



## Board of Directors 2021–2022

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**Vice Chair**  
Julia Zhang

**Treasurer**  
Michael Ma (till January 2022)  
Peter Lee (from January 2022)

**Secretary**  
Warren Yu

**Directors**  
Annie Hu  
Dr. Ted Lo  
Emily Lee  
John Chemillian

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.

## Major Donors and Sponsors (2017–2022)



### Hong Fook Champion Donors (Above \$100,000)

The New Hope Foundation



### Hong Fook Gold Donors (\$50,000 – \$99,999)

TD Bank Group  
JD Development Group / Rez-One



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

Mr. and Mrs. Matthew and Judy San  
The Good Harvest Trust  
Mr. and Mrs. Frank Chau  
Toronto Hong Kong Lions Club  
Mr. and Mrs. Peter and Elsa Chang  
The Frank H. Hori Charitable Foundation  
Chu Lee Lai Chun Foundation



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

Sing Tao Foundation  
Otsuka-Lundbeck  
Skymark Place Shopping Plaza  
Canada Chinese Computer Association  
Ms. Annie Ho  
Applaud Realty  
The Frank Scarpitti Charitable Foundation  
The Light Foundation

# FROM OUR LEADERS

40  
YEARS

## From Dr. Peter Chang Chair, Hong Fook Mental Health Foundation

I started my volunteer journey with Hong Fook before it was even established. Hong Fook was my baby. In the late 1970's, Professor Stanley Freeman at the Clarke Institute of Psychiatry was our mentor in starting Hong Fook. He was in charge of Community and Social Psychiatry at the University of Toronto and his team gave Dr. Ted Lo and I (both "young" psychiatrists at the time) a lot of help, advice and encouragement to implement the idea of a community mental health service for the Chinese and Southeast Asians, which was our response to the crisis of the shiploads of "boat people" who were arriving at our shores in that era.

At its inception, we chose to adopt a consultation liaison model for Hong Fook. The rationale was based on the concern that if Hong Fook provided direct mental health services, many clients from our target populations may be shunted from the mainstream agencies, thus depriving the clients of access to a much more comprehensive and better funded system. At the same time, the very limited resources of Hong Fook would be stretched to an ineffective extent. Not after 10 years, due to the pressing needs for ethno-specific mental health services, we had gradually modified our self-imposed restrictions and initiated direct services, such as case management, mutual support, family support, day programs, primary prevention, etc. 40 years after, Hong Fook's achievements have addressed our initial concerns, by establishing our own Foundation which has

assured sustainable funds and resources for under-funded services and under-developed programs, and by securing the Accreditation Primer Status which has demonstrated our continuous commitment to deliver quality care in the culturally competent way.

Today, Hong Fook is no longer a baby. Its benefits extend not only to our clients, but also to the society as a whole where the principle of equal access is upheld. This is the Hong Fook spirit. This is the pride that many enthusiastic volunteers together with our dedicated staff have shared over the decades.

*One of the Planning Group meeting minutes, preparing the establishment of Hong Fook*

Hong Fook Group Meeting Minutes

DATE: March 27, 1981  
PLACE: 8 Spadina Rd., Toronto, Ontario  
PRESENT: Ted Lo, Carmelina Barwick, Celestine Chan, Fay Tang, Henry Chong, Maria Lee, Gracia Lau, Robert Wan, Raymond Chung, Cathy Lau.

1. Carmelina summarized the Hong Fook-Management Committee Meeting that was held at Dr. Freeman's office on March 19, 1981.

2. The group has decided the following issues:

- a) Will change the name of Hong Fook Group to the Hong Fook Mental Health Service. Will be sponsored by CIIS & probably will be incorporated after we got the funding.
- b) Membership-will explore the potential members who are interested as membership base.
- c) The task is to get the proposal in, then have some kind of understanding structure. e.g. have members & management committee & Advisory Committee.

The following are some suggestions of people who are interested to be on different committee.

Management Committee:  
Winnie Ng (Immigrant Women Centre), Maria Lee (Health Advocacy), Carmelina Barwick (Clarke Institute), Ted Lo (Psychiatrist), Irene Cheng (University Settlement), Robert Wan (Provincial Court), Raymond Chung (CAS), Bernard Woo (CIIS), Cathy Lau (FSA), Salina Tse (CAS), Gracia Lau (Public health nurse)

Professional Advisory Committee:  
Dr. S. Freeman (Psychiatrist), Dr. Michael Ho (Family doctor), Dr. P. Chang (Psychiatrist), S. Nguyen (Welfare House), S.W. Tang

Dr. Ted Lo will confirmed with Dr. Chang & Dr. Young to see where they like to see themselves in any of these 2 committees.

Continued to Pg. 2.....

## From Ramon Tam President, Hong Fook Mental Health Association

I was asked to join the Hong Fook board nearly 40 years ago, and am still here. Not being a health care professional, I have learned from all, within and outside the organization.

As a hands-on board way back, we participated in committees and many of the activities alongside staff, volunteers and consumers. We were in a dragon boat race in 2007 to "show our flag". I take credit for suggesting it. Then the staff and volunteers arranged everything else – from borrowing a boat to practicing for 10 months, etc. Beyond board work, I have also involved in front-line assignment in two groups – learning English (covering Canadian society to history, etc.) and singing (covering songs and health benefits and music in general).



*Hong Fook team in Dragon Boat Race in 2007*

Over the four decades, there have been growing pains but we have achieved a lot, from increasing the numbers of our services to upgrading the standards of our care. The most interesting and heartening thing I find and enjoy working in Hong Fook is everyone's genuine devotion to the work and to each other.

## From Katherine Wong President, HF Connecting Health Nurse Practitioner-Led Clinic

Congratulations to the Association on its 40th Anniversary!! I have been a volunteer with the Hong Fook organization since early 1980's and have the honour to hold positions on working groups, Standing Committees and the Boards of both the Association and the Clinic.

I am amazed at the continuing growth of the Association from its wide range of services to the engagement and implementation of innovative models of health care



*Interdisciplinary team of the Clinic*

delivery throughout the past four decades. In September 2013, the opening of the HF Connecting Health Nurse Practitioner-Led Clinic was a key milestone for Hong Fook! Sponsored by the Association to bridge primary care and specialty mental health care and funded by the Ministry of Health, the Clinic, now nearly 10 years, provides primary care by an interdisciplinary team speaking three languages – with a focus on mental health. More than at a family doctor's office, in this non-traditional model of care, individuals, families and the community receive treatment and additional service benefits from health promotion, illness management, education sessions and activity groups for babies to seniors. It is inspiring to see the Clinic's growth now serving over 3,000 clients.

Wishing Hong Fook to always have the courage on the critical journey for Mental Health for All to dream and embark on brave ventures, as the founding grassroots group did 40 years ago!

# OUR MOMENTS AND MILESTONES

40 YEARS



Enhancing  
Branding and  
Increasing Reach



Committing to  
Quality-Based  
Care



Championing  
Culturally  
Competent Care



Launched Community  
Paramedic-Led Clinic



Refreshed Hong Fook  
Branding



Led Vote for Health  
campaign



Introduced short-term  
Case Management



Responded promptly  
to COVID-19 with four-  
pillar action plan



Joined Scarborough  
Ontario Health Team



Opened Downtown  
Markham Branch



Started first LGBTQ+ Peer  
Support Group for youth



Celebrated 20th Anniversary of  
Mandarin Senior Wellness Group



Launched Ontario Structured  
Psychotherapy in York Region

2018

2019

2020

2021

2022



Started Briefing  
Counselling Services



Adopted LOCUS assessment tool



Translated and implemented  
OPOC evaluation tool



Launched Cultural Competency  
Training



Received the Advancing Minority  
Mental Health Award



Relocated Downtown Toronto Branch



Awarded Accreditation Canada  
Primer Status



Completed fidelity review of the  
culturally competent Recovery College



Presented Korean Community Mental  
Health Needs Assessment Study results



Introduced Hong Fook's land  
acknowledgement statement and guide

Find more  
details on  
the following  
pages.



## Enhancing Branding and Increasing Reach

► In **2018**, the three Hong Fook entities worked collaboratively through #GivetoGrow Project, a pro bono consulting project on **branding and marketing strategies** provided by TD Bank Group, to consolidate a consistent branding and enhance the Hong Fook organization profile. A stronger digital platform was launched with a one-stop web portal showcasing three Hong Fook entities, multiple social media channels to engage diverse audience, and structured communications with segmentation of

For more than 20 years, Hong Fook Mental Health Association and the Sinai Health Community Mental Health Programs have successfully collaborated on a number of innovative and culturally sensitive, patient-centred initiatives aimed at supporting and empowering patients and clients to improve their mental health and achieve their goals. Through ongoing advocacy, community education and a focus on wellness, the Sinai Health Assertive Community Treatment Team, Mental Health Court Support and Seniors Wellness teams have worked together with Hong Fook to manage and reduce barriers for Asian and other communities needing culturally responsive care. In 2021, the Assertive Community Treatment Program and Hong Fook co-located at the Kwong Centre for Health and Wellness bringing the two organizations even closer for a future filled with ongoing partnership and success.

### Dr. Lesley Wiesenfeld

*Psychiatrist in Chief, Sinai Health Geriatric Psychiatry Consult Liaison Service*

### Sami-Beth Kuchar

*Senior Director, Mental Health and Addictions Sinai Health System*

stakeholder groups. The digital platform not only serves as promotional tools, but also an educational centre sharing culturally competent mental health resources.

► Since **2018**, our **Youth and Family Services** have grown immensely and successfully secured extra funding from the Regional Municipality of York, the City of Toronto, the Ontario Ministry of Education, the RBC Foundation, and Bell Let's Talk Community Fund. Our Youth and Family Hub has found a permanent home in our new Downtown Markham Branch. Our Brief Counselling Services have expanded to seven clinicians speaking English, Cantonese, Mandarin, Korean, Vietnamese, and Tagalog. In 2022, the team has started Hong Fook's first LGBTQ+ mental health peer support group for youth.

► In **2021**, our **Downtown Toronto Branch** has relocated to the Kwong Centre for Health and Wellness, as a joint tenant with the Mount Sinai Hospital Multicultural Assertive Community Treatment Team.

► In **2022**, thanks to the property purchase by our Foundation, we have opened up our **fourth Branch at Downtown Markham** for our Asian Youth and Family Hub and Counselling and Psychotherapy Centre in York Region. It opens an alternate door for Hong Fook to support the rising needs of mental health services in southern York Region with highly concentrated Asian communities.

► In **2022**, we also celebrate 20th anniversary of our **Mandarin Senior Wellness Group (Hua Le Yuan)**. With the extra funding support through the collaboration project REACH led by Mon Sheong Foundation and through New Horizons for Seniors Program, this linguistic specific senior-led wellness group model has benefited both Mandarin-speaking and Korean-speaking senior immigrants and become many seniors' second home to break down isolation and promote holistic health.

Hong Fook Mental Health Association was one of the few organizations willing to provide services and programs in the northeast end of Markham, by launching the Hong Fook Youth and Family Hub in our facility since 2018. Along all these years of our partnership, we witnessed the passion of their vision with rich funding support, from piloting the Walk-In and Short-Term Counselling Services for youth and families in York Region to expanding outreach support and reducing counselling wait times to support youth's safe return to class. This year, it is impressive to see their fourth branch opened in Downtown Markham, which will house Asian Youth and Family Services. There are so many milestones that mark their growth and impact. Seeds are planted, where they will sprout into big trees. The community is blessed by Hong Fook's continued efforts to serve the community.

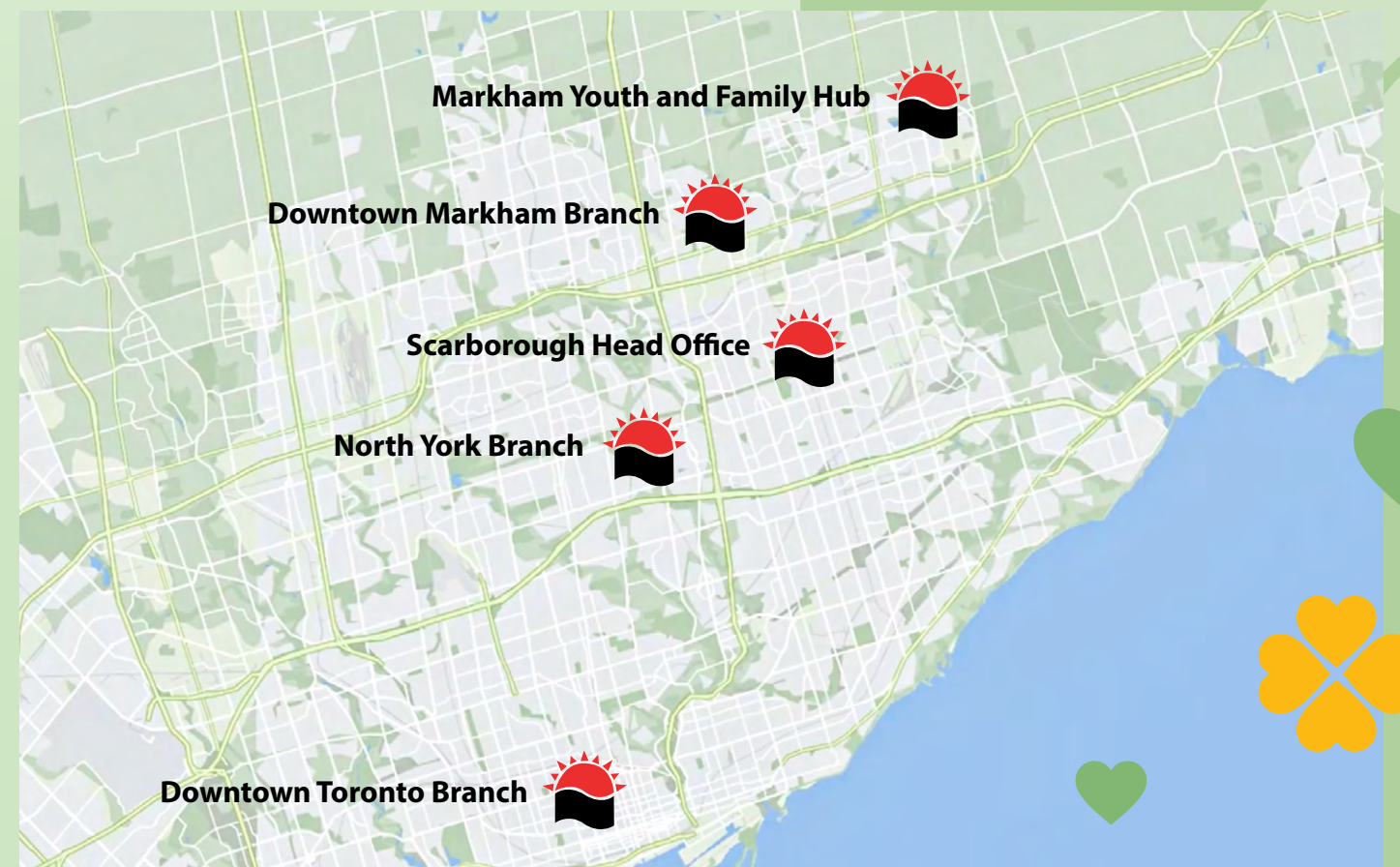
### Pastor Mavis Fung

*Dorcas Centre*

Hong Fook Mental Health Association has been a beacon of change to the lives of Chinese children, youth and families who have come to rely on its services for many years. The organization has been a partner with the East Toronto Youth Outreach Worker Program for over ten years where it diligently provides a wide range of services including academic support, mental health and harm reduction, employment, housing and other services to youth ages 12 – 21 years old and their families. Strides Toronto is honoured to call Hong Fook a reliable and trusted partner in the timely delivery of mental health and other services. They advocate for service accessibility for immigrant and newcomer children, youth and families who have relocated to Ontario. We would like to use this opportunity to wish Hong Fook continued successes in its services to the Chinese community and the wider Ontario population of children, youth and families who benefit tremendously from Hong Fook's services.

### Janet McCrimmon

*Chief Executive Officer  
Strides Toronto*



## Committing to Quality-Based Care

For the past 9 years, the Association and the Clinic have partnered, collaborated and carried out many joint promotion programs, community initiatives, clinical programs and educational forums geared to bridge the gap in the community. Hong Fook has been always seeking opportunities to develop culturally competent mental health programs for the community. We truly admire how the organization always strives to improve the quality of care for their clients and the community. Congratulations to Hong Fook for the major milestone, 40 years anniversary! Their services have benefited thousands of people in the community. Looking forward to our future collaborations.

### Cheuk Fai

Lead Nurse Practitioner

### Joy Fang

Health Promoter  
HF Connecting Health Nurse Practitioner-Led Clinic

► Dedicated to the continuum of care for our diverse population, Hong Fook has been proactively involved in various levels of partnerships and network tables in health and mental health sector, for certain geographic areas, or for certain ethno-cultural communities. The **Community Paramedic-Led Clinic (CPLC)**, started in late **2017**, has been recognized as an innovative model composed of Community Paramedics, Mental Health & Addictions Outreach Worker and Geriatric Mental Health Case Manager as frontline resources providing weekly service to vulnerable, frail and at risk residents in five Toronto Housing apartment buildings in Scarborough identified with high 911 calls.

► Since late **2018**, our Clinical Services have introduced **short-term Case Management** to fast track cases with tangible needs, and have adopted the **Level of Care Utilization System (LOCUS)** to prioritize clients with more severe needs to receive the intensive case management sooner. To better facilitate recovery-oriented approach, the team facilitated staff training and coaching on **strength-based model**. To better assess clients' perception of care and continuously improve quality of care, in partnership with the Centre for Addiction and Mental Health, Hong Fook **translated and implemented the Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA)**, a package of validated questionnaires endorsed by Ontario Health, for registered clients, housing clients, and caregivers.

► In March **2020**, right after the COVID-19 first outbreak, our agency promptly developed and implemented a **COVID-19 response action plan with four pillars (Protection, Engagement, Support and Care)**. Besides assuring health and safety of our employees, clients, caregiver and volunteers as our top priority, from front line to back end, the Hong Fook team collaboratively and efficiently adapted to the digital transformation, by seamlessly transferring our services and programs to virtual platforms, assuring the digital access of all clients, and enhancing agency's IT infrastructure and security.

► In **2020**, both Hong Fook and our Nurse Practitioner-Led Clinic joined the **Scarborough Ontario Health Team (OHT)**. Our ED Bonnie Wong was elected as one of the **Co-Chairs of the Mental Health Sector Group on the Collaboration Council**. Our team are also involved in North York Toronto Health Partners and East York Region North Durham OHT.

► In July **2021**, Hong Fook proudly received the official report of result with 100% of the primer standards met, and awarded the **Accreditation Canada Primer Status**, after a three-year incredible journey led by our board, management, staff, together with clients, caregivers and volunteers.

► In **2022**, through the partnership with Canadian Mental Health Association (CMHA) York Region and South Simcoe, Hong Fook started to provide evidence-based **Ontario Structured Psychotherapy Program** to Chinese residents in York Region. This free Cognitive Behavioral Therapy service targets adults (18 years of age or older) who are experiencing mild to moderate depression, anxiety, and anxiety-related problems, and is delivered in Cantonese and Mandarin.

Scarborough Health Network (SHN) congratulates Hong Fook Mental Health Association on 40 years of dedicated service to the community! SHN is privileged to have a long-standing partnership with Hong Fook. We worked together, along with many other local organizations, to establish the Scarborough Ontario Health Team. During the pandemic, Hong Fook offered much-needed specialized supports and information to the members of our Asian community. Most recently we are working together to bring Hong Fook's expertise in cultural competency to our hospital staff. Hong Fook is an innovative, reliable partner that is always willing to help. We look forward to our ongoing collaboration.

### Michele James

Executive Vice-President, People and Transformation  
Scarborough Health Network



Doris Yang, Lead, Clinical Services and Intake, receiving the Inspiring Change Award on behalf of CPLC

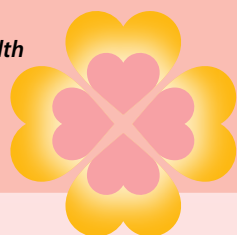


## Championing Culturally Competent Care

Canadians have experienced unprecedented pandemic related challenges over the past 2.5 years. Asian Canadian communities were faced with additional stressors related to anti-Asian hate and racism. In response, Hong Fook collaborated with Project PROTECH to build collective capacity to reduce pandemic mental health stress among staff and community members, by having 25 staff complete the PACER (Pandemic Acceptance and Commitment to Empowerment Response) training and having three staff become PACER co-facilitators, to further train community members in their preferred languages. Furthermore, Hong Fook continues to demonstrate leadership in advancing health equity through engagement of community stakeholders, researchers, service providers and policy/decision makers, such as co-leading the Diversity and Equity in Mental Health and Addictions Conference.

### Josephine Pui-Hing Wong

*Professor and Research Chair in Urban Health  
Daphne Cockwell School of Nursing,  
Toronto Metropolitan University*



Hong Fook Mental Health Association has been a longstanding community partner of OCASI Mental Health Promotion in Immigrant and Refugee Serving Organizations project, and participates in the project advisory committee. Through the collaboration with OCASI, Hong Fook has delivered sector-wide workshops and webinars on topics including Demystifying Mental Health, Mental Health and Stigma, Cultural Competence Approach to Mental Health, Coping with Loss and Grief during the Pandemic, and Working with Clients with a Traumatic Past. These sessions have been positively received by the immigrant and refugee serving sector, building the capacity of service providers to support both our own mental health and the wellbeing of our newcomer, immigrant and refugee clients.

### Caley Cross

*Project Coordinator, Mental Health Promotion  
Ontario Council of Agencies Serving Immigrants*

- ▶ To address health disparity and lack of resources in the Asian community, Hong Fook plays an active role in research and advocacy. In **2018** towards the two elections, Ontario provincial election and municipal elections, Hong Fook, chairing Ontario Chinese Health Coalition, leading over 30 community agencies and health organizations, rolled out a wrap-around **Vote for Health campaign**, reached out to over 170,000 contacts and presented health and mental health related issues and distinct needs of the Chinese community. Every other year, Hong Fook, in partnership with over 10 collaborating hospitals and community mental health agencies, hosts the **Diversity and Equity in Mental**

**Health and Addictions Conference.** During the pandemic, the conference transformed to online format with a theme of Pandemic Recovery for All: Promoting IDEA (inclusion, diversity, equity, anti-racism) and System Transformation through Institutional and Community Collaboration.

- ▶ In **2019**, our Professional Training team celebrated the **10th anniversary of the Journey to Promote Mental Health Training**, with a reach of 3,420 trained service providers from 395 agencies in 20 municipalities across Ontario. In 2022, the Training Program has significantly expanded with certification to deliver the **Mental Health**

**First Aid Training (Basic Module and Senior Module)** and **Crisis Intervention Training**, and with solid curriculum to deliver our **Cultural Competency Training** and **Workplace Wellness Training** in both non profit and business sectors.

- ▶ In **2019**, led by a planning group consisting of Hong Fook staff and Korean Program Advisory Committee volunteers, the **Korean Community Mental Health Needs Assessment Study** was launched, which was Hong Fook's third community mental health needs assessment study project followed by the studies on Mandarin, Vietnamese-speaking communities and on East Asian youth. In 2021, with the support of a researcher, the group presented the study result, together with a newly published mental health resource guide for Korean-speaking communities in Greater Toronto Area.
- ▶ In **2019**, Hong Fook received the **Advancing Minority Mental Health Award** from the American Psychiatric Association Foundation.
- ▶ Till **2021**, the **culturally competent Recovery College**, complemented by Peer Support and Family Support Programs, has been successfully delivered to four cultural communities (Cantonese, Mandarin, Korean and Vietnamese), and received the fidelity review, which demonstrated the model is "a very innovative and world leading means of providing culturally informed mental health education and support that fosters connection, hope and empowerment."

- ▶ In **2021**, on the first National Day for Truth and Reconciliation, the three Hong Fook entities launched Hong Fook's **Land Acknowledgement Statement and Guide**.

*Our ED Bonnie Wong receiving  
the Advancing Minority  
Mental Health Award*

As a research scientist studying personal recovery, I have had the privilege and pleasure collaborating with, and learning from Hong Fook Mental Health Association over the last five years. I watched their team develop and implement one of the first Recovery Colleges in Canada. Their forward thinking and openness to innovative ways of delivering mental health support is impressive. Hong Fook's culturally-specific Recovery College is the first of its kind and is a real inspiration for the community. Because of this, I sing the praises of this organization, their team and their focus on recovery every chance I get. I am lucky to have them as colleagues.

### Simone Arbour

*Research Scientist  
Ontario Shores Centre for Mental Health Sciences*



Our team is...

**FAMILY** **POSITIVE** **HELPFUL**  
**BELONGING** **HOPEFUL** **CARING**  
**TEAMWORK** **FAMILY** **PASSION** **LOVING**  
**COMPANIONSHIP** **PASSION** **KIND** **DEDICATED** **SUPPORT**  
**GENUINE** **WARM** **COMPASSION**  
**HARDWORKING**

At the time I was attending an accounting training program and stumbled upon Hong Fook. Looking back, Hong Fook has grown so big. I have been offered opportunities to learn many things and growing alongside Hong Fook. I really enjoy supporting our staff and Asian Clinic psychiatrists, who are all dedicated and compassionate, and seeing many clients benefit and recover throughout the years. Hong Fook is unique and dynamic. I am proud of being in this team continuously providing more and more mental health programs dedicated to different ethnic groups.

**Thu Ly**, Administrative Assistant



Opening of our newest location - Downtown Markham Branch

Admin team in action as always



I started working at Hong Fook at a very young age and it has grown into my second family. I love working here because everyone in this family is so caring and supportive. Throughout these 40 years, we have grown immensely. Being involved with the setup process of every single new Hong Fook offices for four times has made me realize how much we have achieved here. Looking forward, I hope that Hong Fook continues to grow and establish its own building or facility where we can stay grounded. Metaphorically I see Hong Fook as a middle-aged adult, we've built up step by step, and right now we are established. Moving forward, I hope Hong Fook will steadily achieve more goals and thrive.

**Jenny Le**, Lead, Administrative Services

I was looking for a job in the administrative field, while Hong Fook was recruiting an administrative assistant for the Women's Project in previous Prevention and Promotion Team; I applied and landed the job - that was 20 years ago! Working in backend to support Hong Fook's operation, I normally overcome my challenges promptly to assure the smooth delivery of our front-line services to our communities. Probably nobody could tell, but I still clearly remember the timelines of the two rounds of group benefit changes to our health benefit and RRSP plan. It was one of Hong Fook's milestones as an employer to raise the maximum RRSP contribution matching; it was also my own pride to have more than 50 staff members' enrollment forms collected and processed within the executing deadline and with 100% accuracy. Moving beyond, I hope Hong Fook will continue the excellent work in the mental health field and achieve the Accreditation Canada Qmentum in the near future.

**Elizabeth Yip**, Administrative Assistant

11 years ago, I picked Hong Fook, among the seven clients I was providing IT consulting to, and started the journey to not just help people but also learn more about mental health. In the mental health sector, there is no doubt Hong Fook has been up to standard, even comparing with the mainstream. But when I started, our IT capacity was really low with awful servers, endless paperworks and manual entries. As the only IT person in Hong Fook, I am proud of managing to bringing all IT equipment up to standard and building up our internal capacity. As an employee of this mental health agency, I appreciate the patience and understanding from everyone here, especially on those days when I keep on responding to the same "simple" issue one after one and showing my frustration. Even though I am always in front of my computer, and you hardly find an event photo including me, I feel proud of being in this team who cares our community and ourselves.

**David Ko**, IT Administrator

After work physical exercise



About 30 years ago, I saw the mental health needs in my Cambodian community, many of us suffering from a lot especially the wars back home. Everyone was busy with looking for jobs in Canada and adapting to the new environment, but ignoring our mental health. I was searching around and finally got connected to Hong Fook. I joined Hong Fook, bringing their expertise and resources to the Cambodian refugees and new immigrants, got truly impressed by how much they have done with limited manpower and funding. Even though I have been the only Cambodian-speaking staff here, but I have got the whole team back me up, just like a family, with culturally competent resources and clinical advices. I hope Hong Fook can carry on its innovative approaches to serve Cambodian and other communities, especially with the aging population and the increasing demand for mental health support.

**Mony Mok**, Mental Health Worker

Back in 2004, I joined Hong Fook, to pursue my passion for working with people who suffer from mental health problems. At the time, Hong Fook was not big at all, but quite well known for being the only mental health agency serving different ethnic groups. Mental health used to be taboo in Asian communities. Together, we have gone through a challenging road. In this journey, I have been also empowered a lot through various trainings and resources that support me to better serve our communities. I hope Hong Fook continues thriving and shining brightly, while keeping our vision clear.

**Sau Wai Cheung**, Mental Health Worker

As the only mental health agency serving the Korean and other East Asian communities, Hong Fook's culturally competent care is definitely unique, which brought me to Hong Fook and keeps me here for 10 years. My goal of supporting vulnerable population facing mental health difficulties has never been changed. Even during the challenging times like pandemic, thanks to my supportive teammates and our flexible working environment, we are all able to push through. I hope Hong Fook keeps on providing our culturally competent services to the marginalized groups in our Asian community for many more years to come. I'm very thankful for Hong Fook.

**Cleo An**, Mental Health Worker

I first joined Hong Fook as a part-time employee for the Project of "Community in Action" in 1998. Over 23 years, it is my pleasure to witness Hong Fook's development: from 12 staff to over 60 staff, from two functional centres (Case Work and Prevention and Promotion) to a variety of services and programs. Hong Fook has helped clients overcome the language barriers to access the services, and has also has motivated me to overcome my language barrier to become a professional mental health promoter, a certified Mental Health First Aid Instructor. Working at Hong Fook "Searching for excellence" is my motto. Looking forward, I am proud and cheering on for Hong Fook. GO HONG FOOK GO!

**Tweety Yuen**, Senior Mental Health Worker

When I just came to Canada as a skilled immigrant from China, I had a chance to do a placement at Hong Fook. After completing my placement, I got a call from my ED at that time and he offered me a full-time job. It's been a quite unique experience. I can speak my mother tongue in my work and serve my community directly. Hong Fook was a small agency that time, everyone was working closely and supporting each other like a family. In my 20 years here, I'm very proud to see how Hong Fook has grown, as more Asian community members come to Hong Fook to access programs and services, and we offer more programs and services at more locations. More importantly, our fundamental goals to support our clients and communities have remained strong.

**Joseph Shan**, Mental Health Worker

Mental health is an invisible and marginalized topic in the Asian community. That's our focus here at Hong Fook. Eight years ago, I joined the Youth Program team. Seeing the program evolving from 1.5 staff members to a whole team of 6 full time staff along with a team of 7 clinicians, I feel incredibly rewarding and heartfelt. Growing with Hong Fook, my goals become more concrete and bigger compared with when I first joined as a placement student. I look forward to providing services to individuals from all different backgrounds. Whether they're marginalized groups, LGBTQ peers, with or without status, or any other types of diverse identities, I hope they feel accepted and understood when they are with us and leave us.

**Kennes Lin**, Lead, Youth and Family Services

Retirement party for Theresa Chung, one of the first Hong Fook employees since 1982



# FROM OUR CLIENTS, CAREGIVERS, PEER SUPPORTERS, & VOLUNTEERS

**A**dversities in life would impact people's mental health. Through the continuum of services, from one-on-one information referral, Case Management and Counselling services, to our Recovery College, Peer Support Program and Family Support Program, we move beyond provision of "piecemeal solutions" and allow individuals to access our services according to their diverse needs in their recovery journey.

Ling was diagnosed with major depression after a few years suffering from a critical illness. Through a friend's recommendation, Ling attended our "Emotion DIY" seminar, where she learned how to manage her emotions in her daily life, and got referred to our Case Management. The Case Worker tried different strategies to help Ling better understand herself. After she completed all her coordinated care plan goals, Ling was transitioned to the Peer Support Group, and started to meet and share her story with others with similar experiences. Today, Ling has completed the Peer Support Training, well equipped with facilitation and leadership skills. She is using her lived experience to support others' recovery. Through Hong Fook's services, Ling has restarted her normal, but more meaningful life.

Peer Support Training



阿玲從小到大都覺得自己是一個好平凡的人，但讀高中的時候生了一場生死攸關的大病。那個時候阿玲情緒好低落，覺得為什麼自己不能同其他同齡人一樣過一些平凡的生活，為什麼身邊的同學畢業之後，一個一個展開他們的事業，而她的生活就是打針食藥，一事無成。雖然身邊的朋友對她也十分體諒，但是，阿玲不想造成別人的負累，所以裝作很堅強很開心，對著身邊的朋友只能夠報喜不報憂，做個笑面灰底的人。就這樣，阿玲變得越來越孤立，開始有情緒病。

當時阿玲有一個在康福做義工的朋友介紹她參加了康福的情緒DIY講座。從那裡，她了解到如何在日常去管理自己的情緒，後來被安排同社工一對一援助，在社工的幫助下，學到不同的方法去了解自己。後來，阿玲參加了康福復元學院和朋輩支援小組。在朋輩支援小組裡，阿玲認識了很多和她有差不多經歷的人，透過聆聽朋輩的經驗和分享自己的歷程，阿玲慢慢領悟到既然已經發生的事情，與其追根揭底，還不如把時間用在好好善待自己上。她過去的經歷，就好像樹幹上邊的樹窿，無法消除，但卻可以變成讓小動物遮風避雨的地方。之後，阿玲參加了朋輩支援訓練課程，讓她更明白了朋輩支援的意義，主持朋輩小組和製作課程的技巧。我們都無法阻止天會落雨，但阿玲的樹窿可以變成為他人棲身的地方，讓他們捱過風雨，繼續他們的復元旅程。透過康福的服務，阿玲遇見了更美好的自己。

Rita presenting her artwork in one of the Leisure Club projects with Recovery Programs



30년 전, 토론토에 정착하게 된 리타는 외숙모에게 남편을 소개받아 결혼하여 두 아들을 낳고 행복한 가정을 꾸꾸었지만 남편의 지나친 요구로 인하여 많은 어려움을 겪었습니다. 그는 아이들을 돌봐야 한다는 이유로 리타가 직장에 나가는 것을 허락하지 않았고 술과 담배를 가까이 했으며 심지어 소리를 지르거나 물건을 집어 던지며 자신의 화를 가족에게 풀곤 했습니다. 그 당시 남편이 모든 경제권을 가지고 통제하고 있었기 때문에 그녀는 아이들을 안전하게 지켜낼 수 없다는 무기력감에 힘이 들었습니다. 때마침, 도움을 구하고자 찾아가간 가정의를 통해 리타는 홍콩 아시아 클리닉의 정신과 의사를 소개받게 되었고 곧바로 담당 케이스 워커와 굳건한 신뢰 관계를 형성하기 시작하였습니다.

리타는 일상에서 부딪치는 수많은 정신적 도전과 관계의 어려움, 경제적 어려움과 주거문제 등에 대해 담당 케이스 워커로부터 꾸준한 지원을 받게 되었고 회복과 자신감 극복을 위한 한국어 (모국어) 프로그램이 홍콩에 있다는 것을 알고 기뻐했습니다. 리타는 홍콩에서 제공하는 뜨게질, 바느질, 요리 및 그림 수업 등의 다양한 프로그램에 참여하면서 삶의 즐거움을 되찾았습니다.

무엇보다 요리에 재능이 있던 리타는 홍콩에서 음식을 준비하고 나누면서 그 순간에 마음의 평화를 찾는다고 말합니다. 현재, 그녀는 자신에게 도움의 손길을 펼쳐준 사람들에 대한 신뢰를 바탕으로, 자신과 같이 도움이 필요한 사람들의 마음이 조금씩 열릴 수 있도록 도움을 베풀면서 자신의 새로운 삶을 건강하게 살아가고 있습니다.

**T**he influences that culture has on our mental health, mental illnesses, and the ways we seek help cannot be overlooked. Our culturally competent mental health care not only supports clients in their preferred language. More importantly, our Mental Health Workers can identify and interpret clients' symptoms in corresponding culture settings. Our strength-based care model rebuilds clients' confidence, motivate them to find the value, meaning of life and empowerment.

When Rita was a housewife suffering from domestic violence, she was referred by her family doctor to our Asian Clinic. While seeing the psychiatrist to attend to her mental health conditions, Rita was also connected to our Case Management service and quickly built a solid trusting relationship with her Case Worker, who supported her with diverse issues affecting her mental health condition. This was the first time Rita learned about Hong Fook's Korean-speaking programs in her community. From the conversations with her Case Worker to the Leisure Clubs she joined with Recovery Programs, Rita has realized so many strengths, talents in herself. Today, Rita has transformed to a confident working woman and a proud mother of two grown up boys. She always encourages others to open their minds, stay positive, and trust people who lend out a helping hand.

The stigma attached to mental illness creates barriers for people to openly share their challenges and timely seek help. This could lead to the delay of their treatment. Over the past 20 years, our Community Programs have been committed to mental health promotion and mental illness prevention, and train dozens of Health Ambassadors every year, to promote mental health knowledge and carry the stigma reduction torch in our community.

Due to the self-stigma, Hong did not share with her family and friends that she was accessing mental health services and moved to a two-bedroom apartment through our Support within Housing program, the first time when she was diagnosed with mental illness. 10 years after, she was admitted to hospital due to major depression, and was reconnected to Hong Fook after discharge. Through our Case Worker's regular home visit, she has gradually become open to her mental illness and found the safe space to share her mental health challenges and learn different coping strategies at our Peer Support Group. She's more looking forward to becoming a Peer Supporter and encouraging others to seek help timely by sharing her story.

小红20年前来加拿大，没多久就有了老二，生完之后被确诊产后忧郁，出院的时候护士把她介绍给了康福。她当时不觉得自己有病，也没时间让自己有病。小红的老公一直精神状态不好没工作，她带着一个小的，还要照顾老大，康福的社工来家里看到他们的情况，帮他们加入了住房支援计划，小红一家搬到两室一厅的公寓，一大半的房租都是康福帮忙支付，让他们终于有了稳定的居所，但小红一直不愿意跟别人说是康福帮他们解决的，不想让亲戚朋友把她和心理疾病挂上钩。

大概10年前，国内的老人接连生病，老公回去了，老大又进入青春期很叛逆。当时小红觉得整个世界崩塌了，不想活了，最后住了院。那次她觉得自己真的病了。出院后，天天呆在家里，谁也没脸见。

康福的社工那段时间会定期来小红家陪她聊天，帮她解决孩子的问题，帮她走出来，把她带到复原计划的小组活动。小红开始参加编织小组，朋辈小组，英语课，终于找到了同路人，觉得生活丰富起来了，不怕跟人聊她的心理问题，在小组讨论时也学到很多积极应对的方法。这两年，康福组织培训朋辈领袖，小红也参加了培训，希望通过自己的经历去帮助其他人度过心理难关，做一些事情报答康福，回馈社区。



Our knowledgeable Health Ambassadors promoting at a community fair

Kim helping with group check in as a Peer Supporter



Kể từ ngày khi Kim còn là sinh viên, cô đã rất giỏi trong việc che giấu chứng bệnh tâm thần, căn bệnh tâm thần phân liệt của cô. Cách đây khoảng 16 năm, bác sĩ tâm lý của Kim đã giới thiệu cô đến Hồng Phúc là nơi mà cô có thể nhận được sự giúp đỡ. Vào thời gian đầu, Kim rất rụt rè, không nói chuyện nhiều với những người khác, và cũng không tin tưởng nhiều người. Nhân viên Sức Khỏe Tâm Thần Hồng Phúc chào đón cô tham gia vào các nhóm Tự Minh-Giúp Minh của người nói tiếng Việt (tên hiện nay là Chương Trình Phục Hồi), là nơi mà cô đã bắt đầu thích nghi và tạo các mối quan hệ bạn bè. Thật tuyệt vời, Kim đã dần dần bắt đầu nhận làm các công việc hỗ trợ để mang chương trình đến cho mọi người, từ việc nhắc mọi người đăng nhập, theo dõi người tham dự, giải thích về cuộc họp và chia sẻ những đề nghị với nhân viên chương trình. Mặc dù Kim đã rất ít nói nhưng mọi người có thể thấy cô là một phụ nữ có rất nhiều tham vọng, là người luôn luôn muốn học hỏi với đầy nhiệt huyết. Cô đang làm việc với tư cách là Nhân viên Hỗ trợ Người đồng cảnh tại nhóm Mount Sinai ACT để dùng kinh nghiệm sống của cô mà giúp đỡ những người khác.

Cô đã tham gia vào United Way's Speaker Bureau để chia sẻ một cách tự hào về kinh nghiệm của cô. Và cô hiện vẫn còn làm việc với Hồng Phúc trong vai trò là Người Hỗ trợ Người đồng cảnh để đóng góp lại cho cộng đồng mình. Bạn bè và những người đồng cảnh cũng cho biết cô là một người rất thương yêu và hay sẵn sàng, cô luôn chăm sóc đến những người xung quanh cô. Khi cô thấy bất kỳ ai đang gặp khó khăn, cô luôn luôn nói với họ "hãy đến Hong Fook, vì họ sẽ đồng hành với bạn trên con đường hồi phục."

Schizophrenia is one of the most misunderstood mental disorders. While there is no cure for schizophrenia, people can and do recover. Hong Fook's culturally competent Recovery College is a mental health and well-being learning centre driven by peer education and principles of positive psychology. Together with Mental Health Workers, Peer Supporters and other subject matter experts, our peers have improved their personal recovery and found a way of living a satisfying, hopeful and contributing life.

Hardly having anyone around understand her mental illness, Kim used to hide her schizophrenia even from her closest friend. Around 16 years ago, referred by her psychiatrist, Kim started to join our Vietnamese-speaking Self-Help groups (currently named Recovery Programs). Our Mental Health Worker welcomed her warmly, which helped her start to adapt and establish friendships with peers in this non-judgmental group setting. Over the years, Kim has improved significantly from a timid, shy lady to an energetic, ambitious leader in the group. Today, she works with Mount Sinai Assertive Community Treatment (ACT) team as a Peer Support Worker, involves with the United Way's Speaker Bureau, and is still with us as a Peer Supporter to continue helping members in her Vietnamese community. When she sees anyone who is struggling, she always tells them "come to Hong Fook, because they will walk with you on the journey to recovery."

Research shows that youth are more successful by having at least one trusted adult in their life. A healthy relationship between children and their parents is the key to their mental well-being and very crucial to support recovery when mental illness occurs. That's why Strengthening Relationship is one of the 4R approaches for our Youth and Family Services, together with Raising Awareness, Building Resilience and being Resource Oriented. From prevention and early intervention to recovery, our Youth and Family Services aim to promote the resiliency of East Asian youth (ages 12-29) and their family members, in both individual and group settings.



*Piece of Mind, a community mural project, co-created by our youth, to facilitate a dialogue on what mental health means to East Asian youth*

Just like most teenagers, Kelvin kept all his emotions to himself. He did not bother sharing of his thoughts to his parents because he believed that they would not understand him. During the pandemic, Kelvin fell ill and had a high fever, making everything feel unreal to him. Kelvin's mother was very worried when she saw Kelvin suffering. She brought him to the family doctor, but the doctor said it was common for teenagers and his symptoms would fade out after a while. However, Kelvin's situation lasted for over a month. Eventually, Kelvin's mother consulted the school principal, who recommended Hong Fook to them.

Kelvin started to see a Clinician from Hong Fook's Briefing Counselling service. The Clinician speaks English to Kelvin and Chinese to his mother, which is quite convenient for immigrant families with different generations. The Clinician taught Kelvin some hands-on, practical coping strategies, like how to relax his body and release tension within him to help him sleep well and clear his mind.

Kelvin and his mother also attended Hong Fook's intergenerational programs, like Dumpling of Love, where a group of parents make dumplings together with their children. During the session, they can also share their root cultures, and communicate to better understand each other. Now, Kelvin enjoys spending quality time with his mother and openly shares all his challenges. They do grocery shopping, make dishes, and play basketball together.

Senior newcomers suffer from more severe social isolation, and normally experience higher levels of depression and lower mental wellbeing, comparing to younger immigrants. Our Community Programs focus on facilitating connectedness, especially to this target vulnerable population, as one of the three ABC components, together with Promoting Awareness and Building Capacity.

Mr. Qihui Min, the senior volunteer leader with our Mandarin Senior Wellness Group (Hua Le Yuan), shared that many senior newcomers, like him, were feeling depressed, frustrated and afraid to go out, due to cultural differences and language barriers when they arrived in Canada. In the past 20 years, Hua Le Yuan has become a routine in their lives. The wellness seminars, heart-to-heart talks, exercising, singing, dancing and other activities provide a platform to connect with others, reduce their stress, and improve their holistic health. Hua Le Yuan is one of the small waves in the tide of immigration to Canada. It came in timely and becomes a second home to our seniors.



*Mr. Min receiving Ontario Volunteer Service Awards before the pandemic*

## 老骥伏枥 初衷不改

华乐园 - 闵启惠

我们热烈庆祝康福心理健康协会四十华诞之时，她的下属组织华乐园老人活动中心也成立了二十周年。两节同庆，作为一名工作了二十年的老义工，我心潮激荡，感慨万千。

1999我从中国移民来到加拿大，因文化差异，语言隔阂，终日呆家，不能出门，心里感到抑郁和苦闷。2002年我参加了康福的华乐园并成为了一名义工，通过参加活动，结交朋友，敞开心扉，彼此相融，让我的生活发生了质的变化，摆脱了孤独，寻找到了欢乐。从自己的切身体会中，使我了解到：我们华乐园绝大多数老年朋友都是从中国大陆移民来的，都有与我同样的苦衷。是华乐园，让这些深感与世隔绝的老者们找到了乡音，找到了归宿感，摆脱了新环境带来的寂寞，孤独和郁闷；是华乐园，让他们找到了朋友，可以诉说心中的烦恼，成为快乐的异乡人。

20年来，每一次的社区活动成了老人们的精神依托，他们喜欢来到这里，因为这里，他们可以聊聊天，说说话，还可以唱歌，跳舞，活动活动筋骨，甚至可以展示及分享共同爱好的才艺。总之，华乐园成了老人们每周一次心理健康疗愈的温泉，更是成了他们生活中的必需。这些常年开展的讲座、谈心、唱歌、跳舞等各项活动缓解了老人们的心理压力，增进身心健康，达到了华乐园成立的预定目标！

三年前的新冠大流行病让华乐园的社区现场活动不得不停止，但是康福又为我们老者提供了线上的ZOOM活动，教会了我们如何使用现代电子设备，让我们老者可以通过视频一起学习、健身及娱乐，大大地减小了因为隔离造成的精神伤害。

华乐园是加拿大历史性的移民大潮中的一朵小浪花，她应运而生、顺势而动、依乎天理、合乎民情，所以越办越兴旺、前途无量。华乐园全体朋友都把华乐园当作自己的家，一个快乐平和充满欢乐之家。



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