



# **HONG FOOK PROFESSIONAL TRAININGS**



**HONG  
FOOK** MENTAL  
HEALTH  
ASSOCIATION

Last Updated November 2023

# CULTURAL COMPETENCY TRAINING

For Service Providers and Corporations

## DID YOU KNOW?



By 2031, 47% of second-generation Canadians will belong to a visible minority group.

Around 9/10 of culture is out of unconscious awareness



## OBJECTIVES

- Explain causes of mental health challenges using social determinants of health framework
- Describe influences of culture, cultural identity, stigma and intergenerational relationships on employee mental health and help seeking behaviours
- Recognize the differences in how people perceive, explain and express mental illness across cultures
- Critically reflect on own cultural values and beliefs and the impacts on professional practices through interactive work
- Create culturally relevant early identification strategies

## OUTLINE

- Foundational knowledge of mental health and illness
- The larger context of immigrant and intergenerational trauma
- The relationship between culture, cultural identity, and mental health
- Early Identification of mental health challenges, interventions, cultural assessment and care plans

## BENEFITS

- **Create a more inclusive and equitable workplace**  
Developing awareness and skills in cultural competency increases psychological safety in employees and managers
- **Increase productivity and morale**  
Employees that feel safer and more empowered will have enhanced productivity and contribute to positive workplace culture
- **Communicate brand values to clients**  
Constant learning and updating mental health literacy and cultural understanding tells clients you are committed to the work and living the values they connect with



Hong Fook designed this training in alignment with our agency values including a commitment towards diversity, equity, and inclusion. The feedback from our staff has been both positive and encouraging.



**-Past Participant**

Hong Fook Mental Health Association is the leading ethno-cultural community mental health agency with a consolidated culturally competent team serving Asian and other communities in the Greater Toronto Area.

**Championing Culturally Competent Care**

### Contact Training Consultant

Mai-Vy Nguyễn

(416) 493-4242 ext 2245

Further alterations to the outline can be made based on your request



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[www.hongfook.ca](http://www.hongfook.ca)



# WORKPLACE WELLNESS TRAINING

Essential Wellness Training for Prosperous Workplaces

## DID YOU KNOW?



70% of employees in Canada are concerned about their workplace's psychological health and safety

The cost of disability leave for mental illness is around double the cost of leave due to physical illness



## OBJECTIVES

- Increase organizational capacity to promote self-care amongst staff and prevent staff burnout
- Improve the ability for staff to deliver quality service to clients by fostering a supportive workplace
- Increase collaboration between staff members which promotes the creation of a welcoming community for staff and clients

## OUTLINE

- Understand how holistic health and self-care can be incorporated into workplace culture
- The extent and impact of mental illness and mental health issues at work, including building staff's knowledge and capacity for addressing stigma
- The connection between diversity and inclusivity in staff well-being
- The tools and frameworks that can be used to make organizational change

## BENEFITS

- **Foster an environment that promotes mental well-being**  
Developing mental health awareness and building mental health literacy increases psychological safety, positive work culture and retention
- **Reduce healthcare costs and absenteeism**  
Decrease costs due to burnout during critical times through low-cost strategies and practical tips
- **Convey company values to both clients and potential hires**  
Constant learning and updating understanding can attract clients and new employees as it shows you are committed to the work and living the values they connect with



Taking this workshop really put into perspective the need to be proactive about workplace wellbeing. I liked that there were lots of small actionable things we could do to help ourselves.



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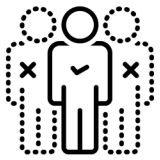
[www.hongfook.ca](http://www.hongfook.ca)

# MENTAL HEALTH FIRST AID

Take home a certification and gain tools to face mental health crisis situations

## DID YOU KNOW?

The cost of mental health problems on the Canadian economy exceed \$50 billion every year



In 2011, employers lost more than \$6 billion in productivity due to mental health problems

## OBJECTIVES

- Enhance staff capacity to achieve high-quality performance
- Decrease stigma related to mental health
- Increase confidence in interacting with those experiencing a mental health problem or crisis
- Increase the help that is actually provided to individuals in crisis or experiencing a mental health problem
- Understand and practice ALGEE - the framework for having a confident conversation about mental health with family, friends, colleagues, and strangers.

**A**ssess the risk of suicide and/or harm  
**L**isten non-judgmentally  
**G**ive reassurance  
**E**ncourage professional support  
**E**ncourage other supports

## OUTLINE OF TOPICS COVERED

- Mental Health and Stigma
- Substance-related disorders
- Mood-related disorders
- Anxiety and trauma-related disorders
- Psychotic Disorders

## CRISIS FIRST AID INTERVENTION

- Substance overdose
- Suicidal behaviour
- Panic Attack
- Acute Stress Reaction
- Psychotic episodes



I thought I had a pretty good understanding of mental health and illness, but these two days really opened my eyes to a lot of things.



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**Contact Training Consultant**

Mai-Vy Nguyễn

(416) 493-4242 ext 2245

**12 Hour Certification - In-Person**

**9 Hour Certification - Online**





# MENTAL HEALTH FIRST AID - SENIORS

Take home a certification and respond to crisis situations for seniors until appropriate help and treatment is found



## DID YOU KNOW?



Around 1 in 3 seniors in residential facilities show signs of depression

Every week in Canada 10 seniors (60+) die by suicide



Seniors with mental health challenges or illness can account for up to around 25% of emergency department visits

## OBJECTIVES

- Recognize symptoms of mental health issues and crises in seniors
- Respond effectively and give preliminary help to seniors
- Facilitate seniors and caregivers to the relevant professionals for help
- Offer strategies and resources to support seniors and caregivers

**Assess safety:** suicide risk, serious physical deterioration, harm

**Listen non-judgmentally**

**Information and reassurance**

**Facilitate the senior getting appropriate professional help**

**Encourage support for the senior and caregiver**

## OUTLINE OF TOPICS COVERED

- Seniors
- Mental Health First Aid
- Substance-related disorders
- Anxiety and trauma-related disorders
- Mood-related disorders
- Dementia
- Delirium
- Psychosis

## CRISIS FIRST AID INTERVENTION

- Substance overdose
- Suicidal behaviour
- Panic Attack
- Acute Stress Reaction
- Psychotic episodes
- Delirium



With aging parents this course was particularly useful to me. I think there is more knowledge and skill that is needed on how to handle things like delirium with an aging population.



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**Contact Training Consultant**

Mai-Vy Nguyễn

(416) 493-4242 ext 2245

**14 Hour Certification - In-Person**



# CRISIS INTERVENTION TRAINING

Take home a certification and learn to recognize and respond to crisis situations

## DID YOU KNOW?



Every year nearly 2 million people are victim to workplace violence

In Canada, the percentage of workers who had to miss work due to an experience of harassment or violence was 70% in 2020



## OBJECTIVES

- Identify and know how to respond to various levels of crisis behaviours with the crisis development model
- Recognize how to manage your own consistent, calm behaviour in order to influence a positive outcome in a crisis situation.
- Learn strategies to strengthen nonverbal communication.
- Develop limit-setting strategies when verbally intervening to de-escalate defensive behaviours.
- Learn safety intervention strategies to maximize safety and minimize harm
- Develop a person-centred, culturally sensitive approach to a person displaying crisis behaviour

## OUTLINE OF TOPICS COVERED

- Crisis Development Model
- Integrated Experience
- Crisis communication Skills
- Disengagement Skills
- Responding to Defensive Behaviours
- Safety Interventions
- Post-Crisis Strategies

## BENEFITS

- **Increase confidence and decision-making in crisis**  
Workers learn to proactively and safely respond to workplace violence
- **Increase confidence and decision-making in crisis**  
Improve workers' decision-making skills in medium- to high-risk situations that don't require advanced skills
- **Minimize physical interventions in the workplace**  
Increase feelings of safety for staff and clients as workers improve deceleration and disengagement techniques



I feel more confident to handle high-tension situations. I really think this should be standard knowledge at my workplace like how CPR First Aid training is needed every few years.



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Mai-Vy Nguyễn

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### 1 Day Certification - In-Person

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# JOURNEY TO PROMOTE MENTAL HEALTH

For Settlement Service Providers



## DID YOU KNOW?



Refugees have double the chances of developing a mental health problem

Immigrants report higher rates of loneliness than the Canadian-born



## OBJECTIVES

- Increase knowledge of mental health for workers
- Be able to recognize signs and symptoms of trauma
- Increase awareness and skills in early identification of mental health problems among refugees and immigrants
- Increase capacity in early prevention of mental health problems for refugees and immigrants
- Increase understanding of culturally competent approaches in addressing and intervening in mental health issues

## OUTLINE

- Foundational knowledge of mental health and illness
- The larger context of immigrant and intergenerational trauma: Life after Migration
- Demystifying Mental Illness and supporting great distress
- Recovery approach in supporting individuals
- Working with Clients and families using a culturally inclusive approach
- Self-care among workers that support refugees and immigrants

## BENEFITS

- **Unlock the door to deeper client connections with a culturally informed approach.**  
Establishing trust leads to more receptive clients and families
- **Improving Client Outcomes with higher quality Service**  
The recovery approach focuses on client strengths when facing mental health challenges which fosters confidence
- **Enhance self-care strategies to boost effectiveness**  
Providing proper care for both clients and the workers who aid them is an essential step in enabling workers to offer optimal quality service.

“

Our department found the session to be very helpful and has already led to some practice changes. We are hoping to have a long-standing relationship with Hong Fook.

”

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Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada





## TO BOOK A TRAINING CONTACT:

**Training Consultant**  
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## VISIT US ONLINE OR IN-PERSON



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