

# HONG FOOK MENTAL HEALTH ASSOCIATION CONTINUUM OF SERVICES PHILOSOPHICAL FRAME WORK

## VISION

A MULTICULTURAL COMMUNITY THAT UNDERSTANDS MENTAL HEALTH AND ACCEPTS MENTAL ILLNESS

## MISSION

Hong Fook Mental Health Association is a community organization serving the Greater Toronto area. We provide leadership in promoting the mental health of people in the Cambodian, Chinese, Korean and Vietnamese communities. Hong Fook helps people keep mentally healthy and manage mental illness. We achieve our mission through service, education, advocacy and research in a supportive environment.

## “CONTINUUM OF SERVICES” PHILOSOPHICAL FRAMEWORK

This service framework will serve as a guide to our development of programs and services. It is presented in the form of a compass in the attached diagram.

### ***Core Values and Principles***

At the centre of the compass is the foundation of our service framework – a **whole person** view of the human being. A whole person approach to service considers all aspects of a person - physical, mental, emotional, and spiritual - in the design of programs and services. It recognizes and addresses the many social, economic, cultural, political and other environmental factors that affect the health and well-being of people.

Around this foundation, in the inner circle of the compass, are the **core values/principles** that shape our service development, program design and service approaches. Our Continuum of Services focuses on promoting wellness and mental health recovery with the following values / principles:

- Equity
- Diversity
- Cultural Competence
- Empowerment
- Capacity Building
- Community Participation
- Self Help
- Mutual Support

**Equity** recognizes that access to resources, services and opportunities affects our health. This includes access to health services, education, housing and employment.

## **HONG FOOK MENTAL HEALTH ASSOCIATION CONTINUUM OF SERVICES PHILOSOPHICAL FRAME WORK**

**Diversity** respects the uniqueness of individuals and communities. To meet their diverse needs, we strive to understand others from their standpoint. We believe that ongoing critical reflection on our own preconceptions is important:

- ❑ in our interaction with individuals and communities,
- ❑ in the development of organizational policies, and
- ❑ in the design, development, implementation and evaluation of programs and services.

We believe that, to advance the health of the communities we serve, we must recognize and address diversity and equity in different aspects at organization and system levels.

**Cultural Competence** recognizes that we bring our own culture to every situation. It works to ensure that this does not affect the accessibility of our services and the quality of our care. It looks beyond addressing language factors in the provision of service. It is committed to the building of an inclusive environment that promotes health.

**Empowerment and Capacity Building** aim at making it possible for individuals and communities to increase control of their own health. We build on the strengths of individuals and communities. We encourage knowledge and skill building to equip individuals and communities to make informed decisions on health matters.

**Community Participation** encourages the participation of

- ❑ people with personal experience of mental illness and other mental health concerns,
- ❑ their family and friends, where appropriate, and
- ❑ volunteers from the broader communities

in the planning, delivery and evaluation of services at all levels of the organization.

We encourage **Self Help and Mutual Support** among individuals and in the communities we serve. Learning and support do not have to come only from professionals. Individuals can be active participants in every step of their health care, and need not be passive service recipients. Peer support and peer-to-peer learning can play an important role in promoting health. Family and friends are important to the lives and health of individuals and communities. Thus, we integrate support for families and caregivers across our continuum of services.

### ***Continuum of Services***

Our Continuum of Services is shown in the second circle of the compass. The array of programs and services range from promotion of wellness to intervention of illness. Individuals may enter our programs at any point, and flow from one program to another. Our overall goal is to move beyond provision of “piecemeal solutions” by building the capacities of individuals and communities to promote and sustain wellness.

The Continuum of Services also aims to make access to services easier and promote service continuity. It provides the language capacity to serve our target communities. It allows room for individuals to access services according to their needs, and it

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accommodates new referrals. It also makes it easier to provide alternative support for individuals waiting for particular services.

### ***Direction and Goals***

#### **Walking Alongside Our Consumers and Growing With Our Communities,**

we work towards the goals of our programs and services, shown on the four points of the compass:

- ❑ facilitating **equitable access** to health resources,
- ❑ promoting **wellness** through capacity building,
- ❑ facilitating **recovery** that is meaningful to the individual, and
- ❑ building a **caring community** by promoting meaningful community participation and volunteerism.

These four goals are in line with our organization's Vision of developing "a multicultural community that understands mental health and accepts mental illness."

### ***Accountability***

As a responsible organization, we are committed to quality of care in the development and delivery of services within this framework. We build in outcome measurement processes to evaluate our success. We strive towards client and staff safety. We are committed to reflective practice and ongoing education. We are willing to accept challenges and make changes as we continue to learn and move forward.

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