

Three Hong Fook entities' board and committee members at Board Retreat



## 2018 and beyond: Championing Culturally Competent Care

Written by John Park, Association President

It has been just over a few weeks since I was elected as the new President of the Association. With the help of the amazing volunteers, donors, frontline staff and the leadership team, I now have the pleasure of serving the Association in achieving its objectives and mandates. I am also grateful to our board of directors and committee members who work tirelessly to ensure every decision is made in the best interest of the Association.

I am also beginning my term at a very exciting time in Hong Fook's history. Just this past summer, the Association board adopted a new Mission, Vision and Values statements. Kindly refer to our website.

### Special Thanks to Dr. Lin Fang, outgoing president

I wish to say a special thanks to Dr. Lin Fang, who led the organization as the president until this past September. She has been a great mentor to me during my past three years serving on the board. Dr. Fang will continue to contribute to the board in an advisory capacity as the Immediate Past President.

### Welcoming New Members of the Board of Directors

I also wish to take this opportunity to welcome two new members to the board: Ramon Tam and Meilin Ma.

**Ramon Tam:** Ramon doesn't need much of an introduction to those already familiar with the Hong Fook family. His name is already synonymous with Hong Fook as he has been involved with the Association's work since the very beginning. Ramon comes to us with more than 30 years of experience as a

volunteer and director of the Association and the Foundation.

**Meilin Ma:** Meilin is no stranger to charities. For more than a decade, she has worked as a volunteer for Hong Fook, Scouts Canada, United Way and the school boards. She is an award-winning journalist from China working for CCTV. The board will gain great benefit from Meilin's experience and expertise.

Returning board members for the 2018-2019 are: Charles Xie (Vice President/ Chair of Membership, Volunteer & Board Development Committee), Grace Kangeehae Lee (Vice President), Peter Lee (Treasurer/ Chair of Finance & Human Resources Committee), Sherman Hui (Secretary), Alan Ng (Chair of Service Development and Quality Committee), Katherine Wong (Chair of Nomination Committee), Chun Hua Gu, David Chen, and Lu Zhou.

### Enhancing Communication across Hong Fook Entities

Hong Fook's overall mission is best realized when all three Hong Fook entities (Association, Foundation, and the Nurse Practitioner-Led Clinic) work together in a committed way. In September, stakeholders from all three Hong Fook entities came together to participate in a day-long retreat where we identified areas of mutual interest. Participants expressed the desire to establish a formal communication channel across the three entities. I am committed to working with Kam Lo (Foundation Chair) and Jason Park (Clinic President) to find ways to create this opportunity.

## Greetings from the Executive Director

Written by Bonnie Wong, Executive Director

Warmest greetings and welcome to the new Association President, John Park. John brings significant experience as an executive and board member with various organizations. John is currently the Prosecution Counsel for the Ontario College of Trades and is responsible for overseeing all prosecutions under

the Ontario College of Trades and Apprenticeship Act that regulates skilled trades in Ontario. He joined Hong Fook in 2015; as a firm believer in helping the community grow, he hopes to assist Koreans in being open about their mental health and addressing their health concerns on a daily basis.

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# PROVIDER'S PERSPECTIVES

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Funded by CE LHIN, the Community Paramedic-Led Clinic (CPLC) team (partnership among Cota, Hong Fook, Toronto Community Housing and Toronto Paramedic Services) is very proud to share their recent development and success with you. This September, Hong Fook CPLC team was proud to receive the Inspiring Change Award from Cota in recognition of Inspiring positive change through innovative service delivery.

Integrated Recovery and Community (IRC) Program is moving along well in its initial journey. With the step by step guidance from Lynn Fergusson, the Innovweave professional coach, the staff team, board member, peer coach and clients are making progress in validating the impact statement and program priorities by conducting pressure testing questions to the clients through focus groups to ensure the IRC programs are meeting the needs of the

clients, family members and the general public to raise mental health awareness, and to support their journey to recovery.

This October, we are pleased to announce that we have developed a new partnership with the Dorcas Centre in Markham, York Region. With this new partnership, we will be able to set up a tiny office in the Dorcas Centre located at 2667 Bur Oak Avenue, Markham to offer the Amazing YOUth program for the youth and their family members.

Lastly, please join me to welcome Wangari Muriki, Accreditation Consultant for Hong Fook Mental Health Association as of Monday, October 15, 2018. Wangari has over 20 years of community health management experiences as well as an extensive background in legislation, policy,



*Doris Yang, Lead, Clinical Services and Intake (first from the right) receiving the Inspiring Change Award on behalf of Hong Fook*

government, committees, administration and public relations. She has successfully led seven organizations to full accreditation in the past five years, and we are excited to work with her on this exciting milestone.

Thank you very much for your continuous support and please kindly drop by to pick up our newest agency brochure at our three offices or go to our website at [www.hongfook.ca](http://www.hongfook.ca) to browse our agency news and programs. Enjoy the colorful leaves!

## Hong Fook's Mental Health Worker is my lifesaver

The first week of October is the Mental Illness Awareness Week, a national public education campaign designed to help open the eyes of Canadians to the reality of mental illness. By age 40, about 50% of the population will have or have had experienced mental illness in various degree.

However, stigma or discrimination attached to mental illnesses presents a serious barrier, not only to diagnosis and treatment but also to acceptance in the community. A Hong Fook client's family member shared, "Hong Fook's Mental Health Worker has been my lifesaver. She helps me ease the Asian guilt and it was okay to ask for help."

"My father suffered from depression and a spiraling health decline since he separated from my mother. He lives in a shelter home by himself. As a senior who doesn't speak English, my father was unable to communicate with the shelter and the hospital. I had been struggling for months, trying to find long-term housing for him and navigating the rather confusing social service system, while being frequently out of country for work."

"I was at my wit's end when the Hong Fook staff came into the picture. Hong Fook quickly accepted my father as a short-term case. The staff helped communicate for us with the hospital and the shelter, explained the process to us in a more comprehensible language. He's now having a more stable place to live. More importantly, the staff becomes the one my father is comfortable sharing his challenges and emotions, which helps him a lot in dealing with isolation and loneliness he has been experiencing."

Culturally and linguistically appropriate community-based mental health services are essential to clients with a culture background. Funded by Central East Local Health Integration Network, the Ministry of Children, Community and Social Services and supported by our Foundation, Hong Fook delivers care in Cambodian, Cantonese, Korean, Mandarin, and Vietnamese. For client referrals, please call 416-493-4242 ext. 0.

*Carmen being MC at Hong Fook's Dragon Boat Festival Celebration*

Our newsletter invites Hong Fook staff, volunteers, clients and family members to write a short article in their mother tongue. In this issue, we have Carmen Bao Tram Nguyen, who have completed the 2018 Health Ambassador Training for Future Leaders to share her life change after becoming a Hong Fook Youth Ambassador.

**Trước khi trở thành tình nguyện viên của Trung tâm sức khỏe tam thân HongFook, tôi là một người luôn buồn bã và suy nghĩ tiêu cực hầu hết thời gian. Sau quá trình tìm hiểu và làm việc với các bệnh nhân, tôi nhận ra mỗi người đều có những nỗi buồn riêng; nhưng chúng ta có điểm chung tại HongFook đó là giúp đỡ lẫn nhau trong quá trình vượt qua chính bản thân mình. Bản thân tôi rất trân trọng mọi điều tôi đã, đang và sẽ học được tại HongFook, nó sẽ là một bàn đạp vững chắc trong quá trình hình thành tính cách, suy nghĩ và sự tự duy của bản thân tôi cũng như cộng đồng.**



## The Clinic Celebrated 5<sup>th</sup> Anniversary

Hong Fook's affiliate agency, HF Connecting Health Nurse Practitioner-Led Clinic celebrated its 5th Anniversary on September 7. These past five years, the Clinic has been providing primary health care services in Scarborough and has been providing care for over 2000 clients. This unique inter-professional primary care model becomes the best practice in the sector. In October, a medical professional delegation from Ilsan Hospital in South Korea paid a visit and learned the best practice.

At the celebration event, the Clinic also released the result of a research project in partnership with York University

and North York General Hospital, titled "Interactive technology for mental health in waiting room: An exploration with Chinese Canadian patients in primary care". Dr. Alan Fung from North York General Hospital believes that the Interactive Computer-assisted Client Assessment Survey (iCCAS) tool holds promise as a way to help address mental health stigma and detection among Chinese population.

*NPLC team with funder representative and local elected officials*



## Vote for Health Campaign towards Municipal Election

Hong Fook, in partnership with Ontario Chinese Health Coalition, hosted Vote for Health All Candidates Meet and Greet towards the municipal election on

September 29 at Carefirst Seniors and Community Services Centre. The event was well attended by over 40 clients, over 20 OCHC members and volunteers, and 16 local and regional municipal candidates from ridings highly populated by Chinese in Toronto, Markham and Richmond Hill. Participants and candidates exchanged ideas around prioritized issues on transportation, housing, community safety, food safety, addiction and gambling.



*Candidates attending the Meet and Greet*

## Community Paramedic-Led Clinic hosted Open House

Together with Cota, Toronto Paramedic Services, Toronto Community Housing, Hong Fook hosted an open house of the Community Paramedic-Led Clinic in the Community Health and Wellbeing Week to celebrate the 1st anniversary of CPLC and showcased the success to community partners, funder and local elected officials.

Thanks to the funding from Central East Local Health Integration Network, Hong Fook leads this innovative service collaboration model in Ontario. Our Mental Health & Addictions Outreach Worker works with Community Paramedics (from Toronto Paramedic Services) and Geriatric Mental Health Case Manager (from Cota)

to provide on-site services, including home visits, paramedic clinic, information and referrals, and educational workshops, to vulnerable, frail and at risk residents in five Toronto Housing apartment buildings in Scarborough identified with high 911 calls. This innovative model has now become a promising practice, which will be replicated in the other parts of the province.

*CPLC service delivery team*



## Upcoming Programs & Activities



### Year-End Holiday Celebration

Cohosted with Culturally Competent Mount Sinai Hospital Assertive Community Treatment Team and Mental Health Court Support System to Hong Fook clients

Monday, Dec. 3, 2018

2:00pm to 4:30pm

Chinese Gospel Church (450 Dundas St. W., Toronto)

\$10/ticket RSVP to 416-586-9900 ext. 0

### Peer Support Program

A new component of the restructured IRC Program Led by Peer Support Workers or Peer Coach to interested peers

#### Midland Office

**Cantonese/Mandarin Peer Support Group**

Every other Monday, 1:30pm to 2:30pm

**Community of Practice**

Every other Monday, 3:30pm to 4:30pm

#### North York Office

**Korean Peer Support Group**

Every Wednesday, 1:30pm to 2:30pm

**Community of Practice**

Every other Wednesday, 2:30pm to 3:30pm

#### Downtown Office

**Peer Support Group**

Every Friday, 2:00pm to 3:00pm

**Community of Practice**

Every other Friday, 10:30am to 11:30am

### Youth Programs in York Region

**Raising an Amazing YOUTH (Cantonese)**

Fri., Oct. 12-Nov. 30

7:00pm to 9:00pm

Dorcas Centre

**YOU-THrive**

Thur., Oct. 18-Dec. 13

4:00pm to 7:00pm

CICS Immigrant Youth Centre

**Raising an Amazing YOUTH (Mandarin)**

Fri., Nov. 23-Dec. 4

10:00am to 1:00pm

Maple Library

For further details and other activities, please visit [www.hongfook.ca/association](http://www.hongfook.ca/association)

## FUNDING A FUTURE

# Advance Resources in Championing Culturally Competent Care

Written by Kam Lo, Foundation Chair

On Oct 21, 2018, Hong Fook Mental Health Foundation joined the Scotiabank Toronto Waterfront Challenge to raise funds to support many unfunded or under-funded services offered by the Association. Although this is the first year we joined the Marathon, Hong Fook has rallied support of 47 runners/walkers, some of them even came all the way from Hong Kong and the United States. And **over \$46,000 was raised**. It was a cold fall morning but the generosity of our sponsors warmed all the participants' hearts.

Although our fund raising focus in the past couple of years has been on youth programs because we found that a lot of our youth struggle with identity confusion which impacts their peer engagement and social inclusion. We also support seniors and newcomers who face language barrier when they navigate the social service system, like the client story shared on page 2. These challenges deteriorate their mental health status and delay their treatment. Culturally and linguistically appropriate community-based mental health services are essential to clients in the Asian community.

Over half of the population in Greater Toronto Area are visible minorities. Every one in four visible minorities are from Chinese, Korean or Southeast Asian background. Currently at Hong Fook, there is a 10-month wait time on average for clients to access the intensive Case Management service, which doubles the wait time of mainstream community mental health agencies.

We hope to raise awareness and end the stigma associated with mental illness, which prevent equal and timely service access. We would also like to advance our resources in championing culturally competent care in mental health sector so that we can improve the lives of Asian and other communities. Every year, 21% of your donation supports Clinical Service, from intake and referral, to short-term case management, to intensive case management. Your monthly donation will help us support more clients in our own community.



Other than participating in Hong Fook events, some of our supporters also host their own fundraising activities and donate to Hong Fook in the past quarter. I would like to take this opportunity to thank:

- **Clemens Suen and Christine Chan** for their birthday party donations,
- **Markham Richmond Hill Vaughan Chinese Business Association's** donation through their 25th Anniversary Gala,
- and the **Chinese Ladies Golf Association (Ontario)**'s donation through their 20th Anniversary Dinner.

With the holiday season coming up, **SOPRANO Handbags & Accessories is going to hold a Charity Sale Open House on November 24, Saturday, 10am to 6pm at their store (421 Bentley Street, Unit 2, Markham)**. A percentage of the sales will be donated to Hong Fook. Donations will continue for any subsequent sales from Hong Fook members and staff up until Dec. 31, 2018. Please check out their store on November 24, enjoy your Christmas shopping while supporting a good cause!

If you like to help us to raise funds in any way that you have a passion for, please contact Sunny Wang, Manager, Resource Advancement and Communications at [swang@hongfook.ca](mailto:swang@hongfook.ca). Sunny and our volunteers would love to work with you.

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#### Downtown Branch

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#### North York Branch

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