

Annual Report

2022-2023



TABLE OF CONTENTS

- 2 – 3 Message from the President and the Executive Director
- 4 – 5 Agency Spotlight
- 6 - 13 Programs and Services
- 14 Financial Snapshot
- 15 Board of Directors, Officers and Life Members
- 16 – 18 Fundraising Highlights

Vision

Championing **C**ulturally **C**ompetent **C**are

Mission

Hong Fook Mental Health Association is dedicated to improving the lives of people and families across the Toronto region's Asian communities through culturally competent care.

Values

Innovative **P**erson-Centred **E**quitable **A**ccountable **C**ulturally Competent **E**mpowered

Commitments

Developing cultural competency that promotes an “IDEA” (inclusion, diversity, equity, and anti-racism) environment for all stakeholders.

Delivering integrated, seamless, safe, and quality-based care across the service spectrum.

Demonstrating the value of client*-centred care that is strength-based and recovery focused. (*Clients include families, caregivers, and/or substitute decision-makers.)

We acknowledge that the land, where our offices are located and our services extend, 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.

Message FROM THE PRESIDENT

We saw a few significant moments in the Association in this past year. With COVID still making life difficult for everyone, we managed to celebrate our 40th year anniversary in December 2022 and completed our Accreditation exercise in March 2023. Both took great efforts from staff, board members, volunteers and partners.

This year also marks big changes, nonetheless, the retirement of our long-serving Executive Director, Bonnie Wong, and incoming of our current Executive Director, Andrew Chung. We look forward to new directions, constructive changes and opportunities.

We also see greater moments towards further collaboration among the three entities of the Hong Fook family. There have been far more contacts among the three boards leading to a greater understanding of not only what we can work on together but also how to accomplish our goals.

ONCA, the Ontario Not-for-Profit Corporations Act, that we all have to comply to by October 2024 requires that we adjust our legal documents and specific operations processes and procedures. Also, hopefully, by 2026, we will be able to move to the long-expected new headquarter within the Bridletowne Neighbourhood Centre.

We would like to thank all of you, too many to mention here, for your dedication and hard work all these years.



Ramon Tam
President



Message FROM THE EXECUTIVE DIRECTOR

It is with immense pride and gratitude that we present our Annual Report, highlighting some of the best moments from this past year that exemplify the impact made throughout our communities. This past year marked Hong Fook's 40th anniversary, a milestone faced with both local and global challenges that stretched our limits to serve our clients and their families. Our shared commitment to providing unparalleled mental health care united all of us to stand together and support each other.

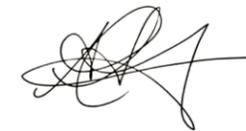
Hong Fook's staff and volunteers gave their all to ensure our organization's sustainability and deliver quality programs and services for people and their families to find hope and healing. Coincidentally, our milestone anniversary was also the year we underwent our quadrennial accreditation process. We are proud of having achieved Exemplary Standing from Accreditation Canada, which is the highest standing an organization can attain. We owe a great deal of thanks to our incredible staff who went above and beyond to prepare our organization for accreditation success while increasing the access to care without ever compromising quality.

We are also deeply grateful for the unwavering commitment of Hong Fook's Board of Directors who rolled up their sleeves to support the organization and stayed close to us during a time of leadership transition. They are a passionate group of volunteer leaders who doubled down on their efforts without question.

Hong Fook remains in a healthy financial position, thanks to our funders, supporters and the dedication of our Hong Fook Mental Health Foundation. At a time when the needs of our community have intensified, our future will largely depend on the long-term sustainability our supporters will provide. We are grateful for our community's steadfast support.

From the depths of our hearts, we extend our heartfelt appreciation to everyone for staying close to us. We are grateful to the many people and families who have entrusted us with their care and support. Your belief in our ability to make a meaningful difference is something we deeply cherish.

Thank you all for being a part of our story.



Andrew Chung
Executive Director



Our Strategic Themes

In early 2023, Hong Fook refreshed its strategic goals to set a foundation for future, sustainable growth and change. A part of our refresh has also been a commitment to developing an IDEA (inclusion, diversity, equity and anti-racism) framework that will guide the way forward.



Stabilize and Reinforce a Thriving Workforce

Goal: The Association will build a stronger sense of employee belonging and a healthier and safer workplace culture to better attract, develop and retain employees.



Build upon Strengths and Talents

Goal: The Association will develop other human and community assets to drive impact on the individuals and families we serve, and to advance cultural competency.



Advance Service Quality, Safety and Risk Management

Goal: The Association will advance person centered client* experience that is strength-based and recovery focused. (*Clients include families, caregivers, and/or substitute decision-makers.)



Strengthen Enabling Infrastructure

Goal: The Association will strengthen our enabling infrastructure in ways that improve business performance, productivity, security, privacy and quality decision-making.

Affirming Quality and Client Safety

In April 2023, Hong Fook completed the second accreditation cycle- "Qmentum" with Accreditation Canada (AC), a national health care and social service accreditation body, and accredited with Exemplary Standing. Accreditation is not a one-time event. It is a journey demonstrating ongoing commitment to quality. Through integrating the quality dimensions into our continuous quality improvement framework, we ensure our services and operations remain harmoniously aligned with the community's evolving needs. This encompasses the delivery of timely, equitable services, steadfast commitment to safety, active partnership with clients and their families across the care spectrum, service appropriateness, efficiency, and the well-being of those who deliver care.

“Improving quality and building a safety culture is integral to everything Hong Fook does at the governance and operational levels. They are embedded in Hong Fook's Mission, Vision, Values and Strategic Priorities. Building on this culture, and with the benefits to the communities we serve in mind, Hong Fook has decided to integrate accreditation into our on-going quality improvement efforts, which is a time of tremendous learning and growth for Hong Fook at all levels. The Exemplary Standing – the highest level of accreditation status awarded by Accreditation Canada is indeed a seal of approval, and a validation of the tremendous quality work of Hong Fook. To date, we surely can proudly celebrate our accomplishment at our first port of call as we look forward to the next destination of our quality voyage.”

Janice Chu, Chair, Accreditation Leadership Committee

ACCREDITED WITH EXEMPLARY STANDING



ACCREDITATION
AGRÉMENT
CANADA



PROGRAMS & SERVICES

CLINICAL SERVICES

BY THE NUMBERS

2386
clients accessed **Intake**, received information and referrals

66
clients received rental subsidy through our **Support within Housing Program**

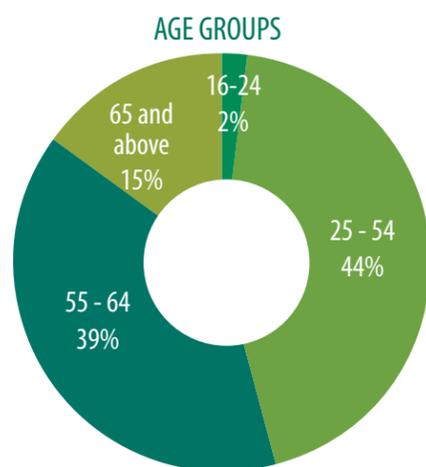
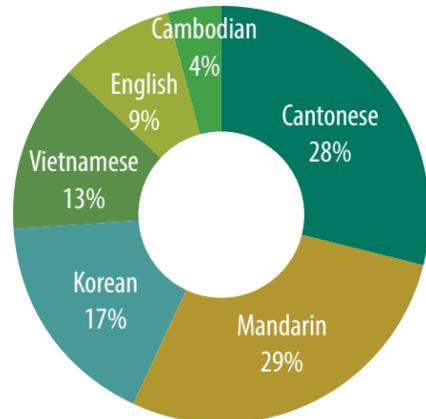
136
Group Psychotherapy sessions delivered with a total attendance of **1556**

382
treatment sessions delivered through **Ontario Structured Psychotherapy Program** (August 2022 to March 2023)



364
clients received **Case Management**

PREFERRED LANGUAGES



88%
clients agreed or strongly agreed that they received enough information about the programs and services available to them
VS. provincial average **84%**, according to the Ontario Perception of Care questionnaire results

91%
clients agreed or strongly agreed that they and staff agreed on their treatment and support plan
VS. provincial average **85%**, according to the Ontario Perception of Care questionnaire results

A New provincial initiative...

Ontario Structured Psychotherapy Program

In collaboration with Canadian Mental Health Association York Region and South Simcoe, Hong Fook brought in the Ontario Structured Psychotherapy (OSP) Program to our Markham and North York locations. OSP is a provincial initiative that aims to increase access to free, evidence-based psychotherapy services for adults (18 years of age or older) who are experiencing mild to moderate depression, anxiety, and anxiety-related problems.

Facilitating belonging in the recovery journey

Support Within Housing

Hong Fook's Support Within Housing program is transitional and temporary in nature, in hopes that stable affordable housing will foster an individual's mental well-being and facilitate their recovery. As part of our care planning process, we encourage clients to apply for other social housing and/or senior housing, when appropriate.

3
new clients admitted to Support within Housing

“As a leader in providing mental health care to Asian and other communities, Hong Fook was a natural choice when identifying Service Delivery Sites for the hub and spoke model of OSP. With the network's focus on providing service to the Chinese-speaking community, Hong Fook has played an instrumental role in building culturally safe services and a marketing strategy for clients who speak Cantonese and Mandarin. CMHA is grateful for our partnership and collective commitment to removing barriers and providing appropriate services for people living in our community.

*Karen Leung,
Director of Service, Ontario Structured Psychotherapy
CMHA York Region and South Simcoe*

“Being able to shop for and cook the ethnic food I love is very important to me. I used to live in a mainstream group home, where meals were provided. However, they were mostly Western and the texture did not accommodate my dental needs. It never made me feel like a home even though living there for five years. When Hong Fook staff called me and informed me about an available unit under their Support within Housing program, it was just like an angel's bell ringing, especially after being discharged from the Case Management for many years. With my son living in a different country, the staff became like my family member, offering invaluable assistance throughout the relocation process, talking to different parties around my mental health conditions and housing needs. I was finally settled in a community where I truly belong, East Chinatown. And the best part is a Chinese supermarket down the street where I can now purchase fresh groceries.

From a Housing Program client

RECOVERY PROGRAMS

BY THE NUMBERS

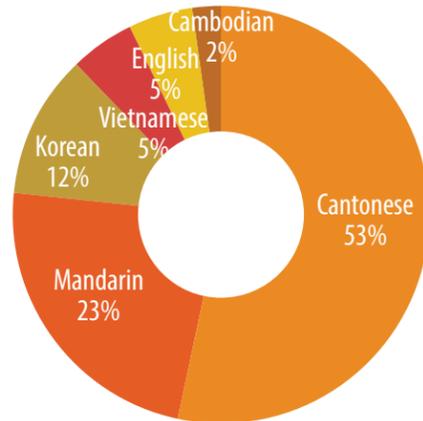
1212 sessions of **Recovery College** courses, leisure clubs, and peer support groups delivered

101 **Family Support** and psychoeducation sessions delivered

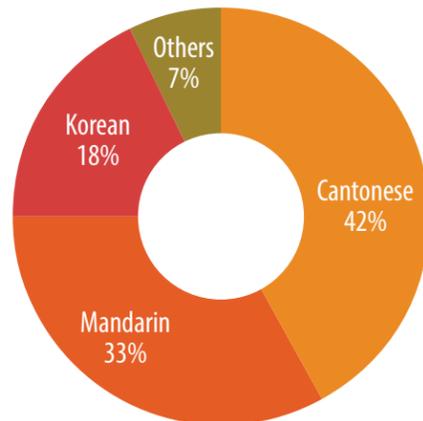
34 **Peer Supporters** provided with honorarium-based placement

42 **Wellness Seminars** delivered to a total audience of **2053** online, and generated **2664** views on YouTube channel

PREFERRED LANGUAGES of **380** clients with Recovery Programs



PREFERRED LANGUAGES of **128** Caregivers with Family Support Program



96.7% of clients stated that our Recovery Programs equipped them with valuable knowledge to support their mental health

93% of caregivers agreed or strongly agreed our services and supports have helped them deal more effectively with the challenges experienced by their loved ones VS. provincial average **84%**, according to the Ontario Perception of Care questionnaire results



A New milestone...

Team Achievement Award

In November 2022, our Recovery College received the Team Achievement Award from the Bhayana Family Foundation through the United Way Greater Toronto, in recognition of the collaborative efforts during the program restructure process and in response to the pandemic. Our Recovery College was launched in 2019. The team consists of mental health workers, management and support staff, and a range of peer positions for individuals with lived experience. Restructured from the previous Self-Help Program, the team collaboratively realigned efforts with a better focus on empowering peers to lead their own recovery and contribute to the recovery journey of others. During the pandemic, the team also compassionately took care of each other in response to the significantly increasing community demands and long wait time for Clinical Services.

Our peers created these handmade items as an expression of love, kindness and compassion. Please find more here <https://trelis.org/hongfook>



Prioritizing co-production to support peers in recovery

Compassion Courses

In the transition to the post-pandemic era and in response to the persistent mental health challenges, our Recovery College responded by co-producing "Compassion Course 101". This innovative course seamlessly combines elements from the Compassionate Mind Training, which is designed to support others and ourselves, with the lived experiences of our peers.

The curriculum has been translated into Cantonese, Korean, Mandarin, and Vietnamese, broadening its accessibility. Following the course, a compassionate practice peer support group has been established, where participants learn to integrate compassionate techniques into their daily routines, bolstering their self-compassion and ability to navigate demanding emotional landscapes.

“

By participating in the Recovery College, many more opportunities opened up for me that in turn motivated me to step up and coproduce more courses and programs as a Peer Supporter. I was able to make fresh, meaningful connections with staff and peers, and was able to broaden my perspective. Moreover, my confidence and self-esteem experience a huge increase by doing the work I've always dreamed about. Even if I might experience some down time during my Peer Supporter placement, I am confident of always having staff around me whenever I need to seek help.

From a Peer Supporter

Confidence
Perspective-Taking
 Friendship Self-Learning
Positive Community
 Applicable **Connection**
Hope Listening Skills
 Positive Relationship
Self-Help



COMMUNITY PROGRAMS

BY THE NUMBERS



76 new **Health Ambassadors** trained with mental health literacy and coping skills

2451 hours contributed by Health Ambassadors and other volunteers on health promotion, booth display and other community education campaigns

4344 community members engaged through **health promotion and community education**

38 **Community Advisory Committee Members** including clients, caregivers and volunteers contributing to program plan, review, and client-related policy development processes

539 professionals in the settlement sector across Ontario, and **565** professionals with educational institutions (eg. University of Toronto, Trent University) and corporations (eg. Hydro One, Scotiabank) completed trainings on Cultural Competency, Workplace Wellness, and Mental Health First Aid

98% participants agreed or strongly agreed the Health Ambassador Training increased their knowledge of mental health and mental illness

3.3 X increase in settlement workers' confidence to motivate clients to take proactive steps towards improving their mental health after the Journey to Promote Mental Health Training

88% professionals indicated that they have learnt self care and new relaxation techniques during the Workplace Wellness Training



A New certified training...

Nonviolent Crisis Intervention® Training

Certified by Crisis Prevention Institute, our Training Team has started to deliver the Nonviolent Crisis Intervention (NCI)® training, which is ideal for primary caregivers, educators and human service professionals who directly intervene in crisis situations. The NCI training complies with all current legislation and is evidence-based and fully accredited. It is ideal for staff who don't experience the kind of higher risk situations that require restrictive interventions, and instills the confidence and skills to verbally de-escalate disruptive behaviors and prevent further escalation.

“ With 35% of our student population identified as East Asians, we were searching for a training to gain an insight on nuances related to mental health and wellness from the East Asian perspective, and to better understand if there are differences in the East Asian student learning experience and lived experience, to better support our students in their UTS journey.

Hong Fook's Training team were an amazing partner, and the training was truly a collaborative effort. The staff solicited feedback as to our goals and objectives and incorporated those into the presentation. We found the session to be very helpful and has already led to some practice changes. We are looking forward to having a long-standing relationship with Hong Fook.

Adi Sood, School Nurse, University of Toronto Schools

“ 每次上课老师先提纲挈领介绍下理论，独特的同学分享教学方法让我们反复操练直到了然于心。一个月下来明显感觉到自己的精神状态十分愉悦，既有醍醐灌顶豁然开朗后的释然，也有阳光普照冰雪消融的欣喜，更有相视而笑莫逆于心的感动。到分别的时候同学们已然是最熟悉的陌生人，虽然未见过彼此的巅峰，却了解了坚韧；虽然不熟悉彼此的过往，却坚信会幸福；虽然没能风雨同舟，却建立了信任！

Overcoming stigma to facilitate help seeking

Health Ambassador Training

This signature training course is built on the holistic health framework. It aims to demystify mental illness, reduce stigma, and provide potential ambassadors with essential skills for fostering healthy relationships and effectively managing stress. The course not only benefits participants themselves, but also empowers them to disseminate the stigma reduction message throughout the community.

“ 마음 건강 대사 교육을 받으면서 참 많은 것을 배우고 느꼈습니다. 때에 따라, 위에서 내려 주시는 비처럼, 어쩌면 제게 때 마다 꼭 필요한 프로그램으로 이끌어 주시는지 놀라고 감사합니다. 오늘 마지막 세션은 특히 요즘의 제 자신을 발견하고 제가 즐겁고 좋아하는 일을 하며 살아가는 것이 얼마나 큰 기쁨과 활력소가 되는지를, 잘 하는거라고 칭찬하고 격려해주는 내용으로 박수 받는 느낌이었습니다. 대화 부분에서는 제게 아직 많은 연습과 훈련을 필요로 합니다. 배운 것처럼 듣기를 잘 하여서 아픈 사람의 마음을 어루만질 수 있는경청자가 되어 관계를 잘 만들어 가면 좋겠습니다. 좋은 교육 프로그램 만드시고 이끄시느라 수고하신 선생님께 감사드리고 힘찬 박수 보내드립니다.

From Health Ambassador Training participants

YOUTH & FAMILY SERVICES

BY THE NUMBERS

475 youth and **123** parents participated in **252** sessions of **prevention, recovery and inter-generational programs**

176 youth accessed **587** sessions of **Brief Counselling** service in Toronto and York Region

27 Instagram posts created by **10** trained **Youth Ambassadors**, amplifying Asian youth mental health needs, generating **589** likes

69% of participants agreed or strongly agreed that they have a better understanding of the concerns they came for after the Counselling

80% of participants agreed or strongly agreed that they learned something new during the Counselling

63% of participants self-reported stress 4 and less (10 being highest) after the Counselling **VS. 63.2%** of participants self-reported stress 7 and more prior to the session



"When I look at you, I don't see colour..."

Stories of anti-Asian microaggressions

Empowering youth to address Anti-Asian Racism

Youth Ambassador Program

Hong Fook's Youth Ambassador program was launched in September 2022. Through the partnership with the University of Toronto, The Asian Canadian Living Archive, Scarborough Youth United, and the Chinese Canadian National Chapter of Toronto, 10 youth received in-depth training to help prepare them to support the community. From October to November, the trained Youth Ambassadors launched a social media campaign aimed at reducing the stigmatization of mental health and bringing greater awareness towards anti-Asian racism.

In 2023, the Amplifying Community Voices (ACV) Forum, addressing perspectives of anti-Asian racism from youth and parents, was hosted at the William Doo Auditorium at the University of Toronto, led by Dr. Lin Fang, Associate Professor and the Factor-Inwentash Chair in Children's Mental Health. Our Youth Ambassador Team once again played a pivotal role, collaborating alongside other youth groups as key partners. During the forum, the team also introduced an insightful booklet titled "**Asian You(th): Racism, Mental Health & Identity**" (book cover photo on the right). This booklet, born out of a series of social media campaigns, shared their personal encounters with anti-Asian racism while exploring new ways to engage and educate their peers.

Please follow @hfyouthfam on Instagram and visit our **online Resource Centre for Youth**.



Asian You(th)

Racism, Mental Health & Identity

Hong Fook Youth Ambassadors

Julia, Xinlin, Archie, Melanie, Winsome



Published May 2023

“

I feel eternally grateful to work alongside many like-minded youth to share our experiences as well as stories from loved ones throughout last year's social media campaign, leading to the production of the "Asian You(th)" booklet. I was in my final year of secondary school, I did feel quite swamped juggling multiple duties, taking care of my school responsibilities, managing my university applications, and developing the series of social media posts, which was new to me. However, this experience held great meaning for me. Not only did it add a unique dimension to my applications, but it also provided an avenue for me to delve into my own identity and gain insights into the experiences of fellow Asians. Although I may not be available to mentor the next cohort of Youth Ambassadors, I am confident that we have collectively established a remarkable legacy for ourselves, Hong Fook, and our communities.

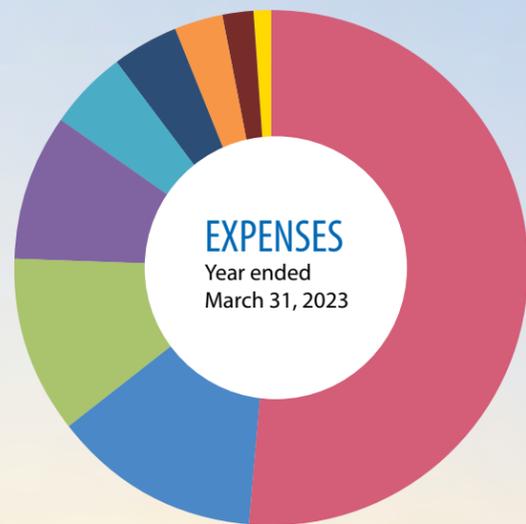
Julia Li
Youth Ambassador



Financial Snapshot



Ontario Health East	49%	City of Toronto	0.4%	Donations	0.1%
Ontario Ministry of Health	7%	United Way of Greater Toronto	5%	Other Income	3%
Regional Municipality of York	4%	Amortization of Deferred Contribution for Capital Assets	1%		
Immigration, Refugees and Citizenship Canada	3%	Hong Fook Mental Health Foundation	4%		
Employment and Social Development Canada	1%	Hospital and Community Partnerships	16%		
		Rent Supplement Program	6%		



Community Mental Health	51%	Youth and Family Services	9%	Professional Training (Journey to Promote Mental Health)	3%
Rent Supplement Program	13%	Psychotherapy and Counselling Programs	5%	Other Programs and General	2%
Community Programs	11%	HF Connecting Health Nurse Practitioner-Led Clinic	4%	Amortization	1%

REVENUE 2022 -2023 (Year ended March 31, 2023)

GOVERNMENT FUNDING

Ontario Health East	2,945,674
Ontario Ministry of Health	411,547
Regional Municipality of York	266,834
Immigration, Refugees and Citizenship Canada	157,673
Employment and Social Development Canada	59,516
City of Toronto	26,362

NON-GOVERNMENT GRANTS

United Way Greater Toronto	313,505
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FOUNDATION CONTRIBUTIONS

Hong Fook Mental Health Foundation	267,010
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OTHER REVENUE

Hospital and Community Partnerships	933,596
Rent Supplement Program	379,985
Donations	7,950
Other Income	162,263
Amortization of Deferred Contribution for Capital Assets	73,523
Total Revenue	6,005,439

EXPENSES 2022 - 2023 (Year ended March 31, 2023)

Community Mental Health	3,151,247
Rent Supplement Program	805,921
Community Programs	682,921
Youth and Family Services	556,151
Psychotherapy and Counselling Programs	338,093
HF Connecting Health Nurse Practitioner-Led Clinic	273,764
Professional Training (Journey to Promote Mental Health)	180,614
Other Programs and General	132,360
Amortization	80,018
Total Expenses	6,201,089

Excess of Expenses over Revenue **-195,650**

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Ramon Tam

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Hillson Tse

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Andrew Chung (started April 2023)

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Roberta Wong

MANAGER, HR & ADMINISTRATIVE SERVICES

Cliff Li

MANAGER, PROGRAMS AND RESOURCE ADVANCEMENT

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Peri Meng (started January 2023)

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**Hong Fook
Mental Health
Foundation**

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2022 – 2023

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Thank You
TO OUR DONORS
AND SPONSORS

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\$100,000 + over five years
The New Hope Foundation
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\$50,000+ over five years
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\$15,000+ over five years

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We would like to express our
Sincere Appreciation

to our donors who generously
supported us with a gift of \$1,000
or more this past year.

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KPMG, East Asian Network
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The Scotiamcleod Charitable Foundation
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Wen Hao Li
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Thriving Together

Dear Hong Fook donors and supporters,

We extend our heartfelt gratitude for your generous commitment to enhancing mental health support and care for our Asian communities.

While COVID-19 is no longer deemed a global health emergency, the significance and urgency of taking care of our mental health persists. 1 in 3 Canadians say they are struggling with their mental health. 1 in 5 of us experiences a mental illness at any given time of the year.

Since the pandemic, we have observed an increasing number of clients with more severe anxiety and depression, a result of social isolation, financial uncertainty, family conflict, grief, loss, and anti-Asian racism and crime. Our younger generation, already experiencing higher rates of emotional distress, stress, sadness, and loneliness compared to their peers from other cultural backgrounds, has been further impacted. These issues endure post pandemic, placing strains on our team's capacity, leading to longer waitlists for our essential programs and services.

Your support stands as a beacon of hope.

In the past year, from the significant contributions from Mawer Investment Management Ltd., KPMG's East Asian Network, to being chosen as Sephora Canada's Charity Rewards Partner in Asian Heritage Month, to the enduring legacy from Ms. Agnes Kam Fung Suen, every contribution resonates deeply and fuels our cause.

The return of the Hong Fook Gala on June 17, 2023, after three years of pandemic, generated over \$300,000, reaffirming our commitment to Asian mental health and empowering us to further champion culturally competent care.

With Hong Fook, your giving has not only transformed over 4,000 individuals' lives each year through our continuum of care, but also has cultivated an equitable opportunity, a supportive environment, and a thriving future for our Asian community, and for that, we THANK YOU!

With gratitude,

Sunny Wang
Manager, Programs and Resource Advancement



Volunteer with us

Our remarkable growth and impact have been closely tied to the enthusiastic efforts of our dedicated volunteers. We always welcome new volunteers joining our work in reducing stigma, promoting mental wellness, and supporting individuals' recovery journey. If you are interested in joining us, please email volunteer@hongfook.ca.



Support us

Our communities thrive because people like you show care through giving. Together, we are accelerating the right care at the right time, and cultivating an equitable opportunity for Asian Canadians to achieve the best possible mental health and well-being. If you are interested in becoming one of our thousands of generous donors, please email foundation@hongfook.ca.



Connect with us

Stay tuned with our upcoming programs and latest updates in many ways. Sign up for our monthly calendars, seasonal catalogues for youth, and quarterly newsletters. For any inquiries, please email info@hongfook.ca.





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We wish to thank our funders:



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