

# Annual Report 2020-2021

## Message from Our President & Executive Director :

**Katherine Wong & Bonnie Wong**

Welcome to the 8th Annual Report of HF Connecting Health Nurse Practitioner-Led Clinic (Clinic). More than a year later, the world is still grappling with the COVID-19 pandemic, but there is hope the Ontario interventions are strengthening our road to recovery. We hope you and your families are staying healthy and safe. We thank you for your ongoing support and trust in the Clinic; together we Care and Connect to navigate these unpredictable, challenging times. The Clinic interdisciplinary team has demonstrated resilience during the pandemic by upholding our Mission, Vision and Values to provide primary care for individuals, families and the community:

- The Clinic remains open with weekday hours and infection control precautions for the health and safety of clients; onsite team members manage lockdowns and stay-at-home orders
- Safe connections support individuals and families managing COVID-19 testing and/or isolation precautions at home
- Health workshops and events enhance social connectedness and help cope with anxiety and depression; at times, in addition to English, events are presented in a language relevant to the client group
- Transformation of care delivery introduce tele-visits, virtual care via Telemedicine network, and the ZOOM platform which continue to support physical and mental wellbeing
- Educational webinars in collaboration with community and Ontario Health Team (OHT) partners about COVID-19 and vaccine hesitancy
- Laptops, smart phones, printers and reconfigured VPN support the transition of team members to work remotely and serve the clients effectively

We are thankful for generous donations from Ontario Health, the City of Toronto, United Way of Greater Toronto, local politicians, donors and supporters who addressed gaps for clients by providing grocery cards, smart phones and data plans, and provided staff with personal protective equipment (PPE) such as masks, gloves and gowns.

We remain committed to Equitable Access to Quality Primary Care and in the coming year there will be:

- Development and implementation of 55+ Fit Program with new funding from New Horizons for Seniors Small Grant
- Kick off for Strategic Plan 2021-2024
- Refresh of Emergency Preparedness and Business Continuity Plan to include learning from the pandemic and additional best practices
- Development of Clinic Recovery Plan Beyond the COVID-19 Pandemic as the pandemic legacy could be deeper and longer-lasting than anticipated

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**Special recognition to all supporting community partners and agencies for your continuous support  
Special acknowledgement to Ministry of Health, Government of Ontario**

**Annual General Meeting**

**Date: Wednesday, June 23, 2021**

### OUR VISION

- Equitable access to quality primary health care

### OUR MISSION

- The clinic shall provide culturally competent and socially inclusive primary health care service with a focus on mental health through collaborative services, education, advocacy and research

- Ongoing progress in various partnership endeavours including:
  - Establishing the Dental Clinic for Low Income Seniors with Toronto Public Health
  - Fostering wrap-around mental health services with Hong Fook Mental Health Association
  - Improving system of care with active participation involving Scarborough OHT collaboration developments

The pandemic has demonstrated the vital role of partnerships and working together to achieve responsive, collaborative health outcomes.

We express gratitude to the Ministry of Health for ongoing support, especially during the extent and nature of the pandemic crisis.

We express heartfelt thanks to dedicated, hardworking staff who continue to be at the frontline of the COVID-19 pandemic.

We are grateful for our engaged and supportive management team, consulting physicians, volunteers, Committee members and Board of Directors.

Sincere Regards,

Bonnie Wong  
Executive Director

### We are so proud to work along with our Collaborating Physicians:

- Dr. Pradeepan Arulchelvan, General Practitioner
- Dr. Alethea Correa, General Practitioner
- Dr. Alan Fung, Psychiatrist
- Dr. David Lam, General Practitioner
- Dr. Debbie Leung, Psychiatrist
- Dr. Ted Lo, Psychiatrist
- Dr. Alvin Tam, General Practitioner

Katherine Wong  
President, Board of Directors

### Welcoming our Newest member of the clinic- Fen Xing, RSW

“As a registered social worker and registered psychotherapist, working at HF Connecting Health Nurse Practitioner Led Clinic has been very rewarding. I provide psychotherapy and empower clinic patients to make changes and work towards their goals in life. On top of that, I also coach patients to deal with day-to-day problems. The final goal is to help them to be more capable and be their own therapist. Team work has been the glue of this clinic since I started in April of this year. Our team spirit is what drives this clinic and it has been a wonderful experience. I work collaboratively with nurse practitioners, registered nurses, dietitian and health promoter. Working together across professions has helped me grow personally and professionally. In my short period of time at the clinic, I have seen the difference that we have made on our clients and even the community as a whole.”

#### Client feedback on 55+ Fit program



方老师带领我们做的这套操，对我们老年人特别好。设计的动作，速度，强度都非常适合老年人。我们感谢方老师，感谢俐萍和华乐园领导。我们强烈呼吁、渴望、要求，华乐园将这个活动继续下去！再次谢谢华乐园！谢谢俐萍！谢谢方老师！



我也很喜欢方老师的养生操！讲解清楚明白，动作也很好做，适合老年人！而且不厌其烦的重复着每个动作的讲解，感受到了她的耐心和爱心！多谢，多谢！希望能够带领我们这些老年人继续学习，我们很爱你们哦！

### Feedback on Growing Healthy Together

" You and the service rendered by your team is greatly appreciated. Even though I miss a few sessions I feel that your team and efforts towards pregnant women and moms have been wonderful especially Joy had given a lot of useful information that has been helpful during my pregnancy. My best wishes!  
— Anjalie

“Such a wonderful program is this.

This program help me a lot as a new immigrant and student I did know anything about baby growth and the services for baby. Laxmy and joy help me a lot. I come to about midwives service and I done my delivery with them. Thanks for your services and support throughout my pregnancy till now.”

- Somiya

# We Care & We Connect

Transforming our services and programs in difficult times to stay connected with our clients

## Message from Our Lead Nurse Practitioner— Cheuk Fai Law

This past year has been challenging for everyone due to the pandemic. Shortly after the announcement of state-of-emergency, we quickly adapted to the situation and established virtual and phone consultation platforms to support our team and our clients in the community. Doing so minimized the risk for clients and created a safer working environment for our team. I am proud to say that everyone in the clinic has been very supportive. We continued to work hard and strive to stay connected with our clients. We continued to provide in-person visits for pregnant women, well baby appointments, and immunizations when deemed necessary by nurse practitioners. To assist the government vaccine roll out plan, we also provided individual check-ins regarding COVID-19 vaccine education to minimize hesitations from our clients. We have also revamped our community programs and adapted to a virtual platform, in order to continue to provide support for our community and to reduce social isolation for populations that are in need. In response to the increased demand on the healthcare system and to maintain continuity of care for clients with COVID-19, our clinic implemented a systematic COVID-19 monitoring program, COVID@Home Monitoring in Primary Care. It created the opportunity for clinicians to provide appropriate care, prevent emergency room visits, and support early detection of worsening cases. This year, through professional development programs from the clinic, I have also completed a management course with SickKids. I have always believed learning is a lifelong process. I will be able to utilize the knowledge and skills that I have acquired through the course to not only better lead the team, but ultimately empower and inspire one another. Special shout out to the amazing team in the clinic; with everyone's hard work, we continue to provide excellent care for our

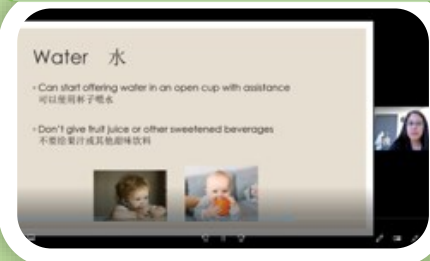
## Message from Our Partner— Strides Toronto Luxmy Gnanasegaram

" This is really a very interesting session with useful topics related to pre and post moms. Facilitators from your clinic are very flexible , friendly and always available for the client's questions. Joy's simple and easy exercise techniques are very helpful and suitable for pre and post moms. Thanks to Samantha RD and NP, Cheryl for your time, preparing topics depend on clients request and sharing handouts and responding client questions. I am glad to have your ongoing connection with " Growing Healthy Together" CPNP."

### Client feedback on 55+ Fit program

Amy Chen 孫慈玲 陳詩文  
役情長期猖狂 華樂園老人們終日困居屋內筋肌衰退迅速 幸賴方小姐及時細心指導科學化之筋肌保健運動真如久旱逢甘霖令我們獲益良多非常感謝康福領導及時賜助至盼方小姐能繼續對我們惠賜幫助指導謝謝 🙏

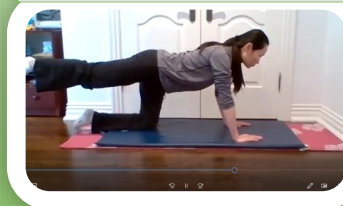
### Growing Healthy Together



clients and our community. As the vaccination plan proceeds and everyone continues doing their part, we will get through this pandemic together.

Through challenging times and changes, we continue to grow as a team alongside the community. As every level of community and government work together, we will bounce back from this adversity and connect to become a stronger unit.

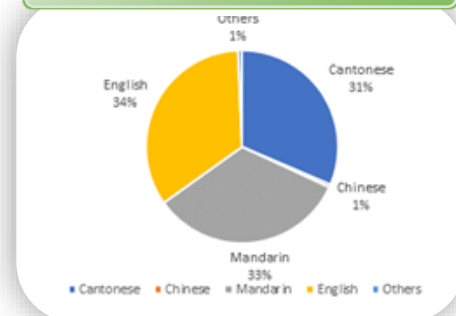
### Growing Healthy Together



## Some statistics about us this year

- We have registered a total of 3222 clients as of March 31st, 2021.
- We have hosted a total of 56 virtual workshops/seminars with a total of 992 participants between April 2020 to March 2021.
- We conducted a total of 1368 in-person appointments and 3428 phone consultations for our clients between April 2020 to March 2021.
- According to our patient satisfaction survey,
  - 97% of our clients would recommend our clinic to their family and friends
  - 98% of our clients rated their experience in our clinic as “good,” “very good” or “excellent”
  - 99% of our clients feel welcome in our clinic

Language spoken by rostered clients



## We would like to thank our clients for their continuous support.

Special gratitude goes to our donors and supporters during difficult times like this past year. We received donations of personal hygiene kits, diapers, PPE, and more. Because of your kindness, many of our clients in the community are safer. The pandemic hit us hard, but it also strengthened our bonds.



## Acknowledgement

### Board members:

**Bonnie Wong**, Executive Director

**Cindy Ma**, Member

**Gem Lee-Herder**, Co-chair of the Joint Nomination Committee

**Janet Law**, Secretary

**Jason Park**, Vice President

**John Park**, Member, Association representative

**Katherine Wong**, President and Chair of SDQ Committee

**Sum-Ming Yu**, Treasurer and Chair of Finance & Human Resources Committee

**Varada Saraf**, Member

## Financial Statement

(Per Audited Financial Statement)

For year ended March 31, 2021

### Revenue

Ministry of Health	\$ 1,580,575
Deferred revenue	\$ 27,925
Interest income	\$ 9,782
Other revenue	\$ 23,853
<b>Total</b>	<b>\$ 1,642,135</b>

### Expenses

Clinical salaries and benefits	\$ 953,017
Management and administrative	\$ 276,495
Premises	\$ 174,261
Amortization	\$ 27,924
Information technology	\$ 74,171
Professional fees	\$ 65,512
Office and general	\$ 62,656
Insurance	\$ 9,625
<b>Total</b>	<b>\$ 1,643,661</b>
<b>Net deficit for the year</b>	<b>(\$1,526)</b>

*Green: this refreshing color represents resilience, youth and health.  
We believe 2021-2022 is brighter and healthier.*