

Using an International Award Winning Service Model

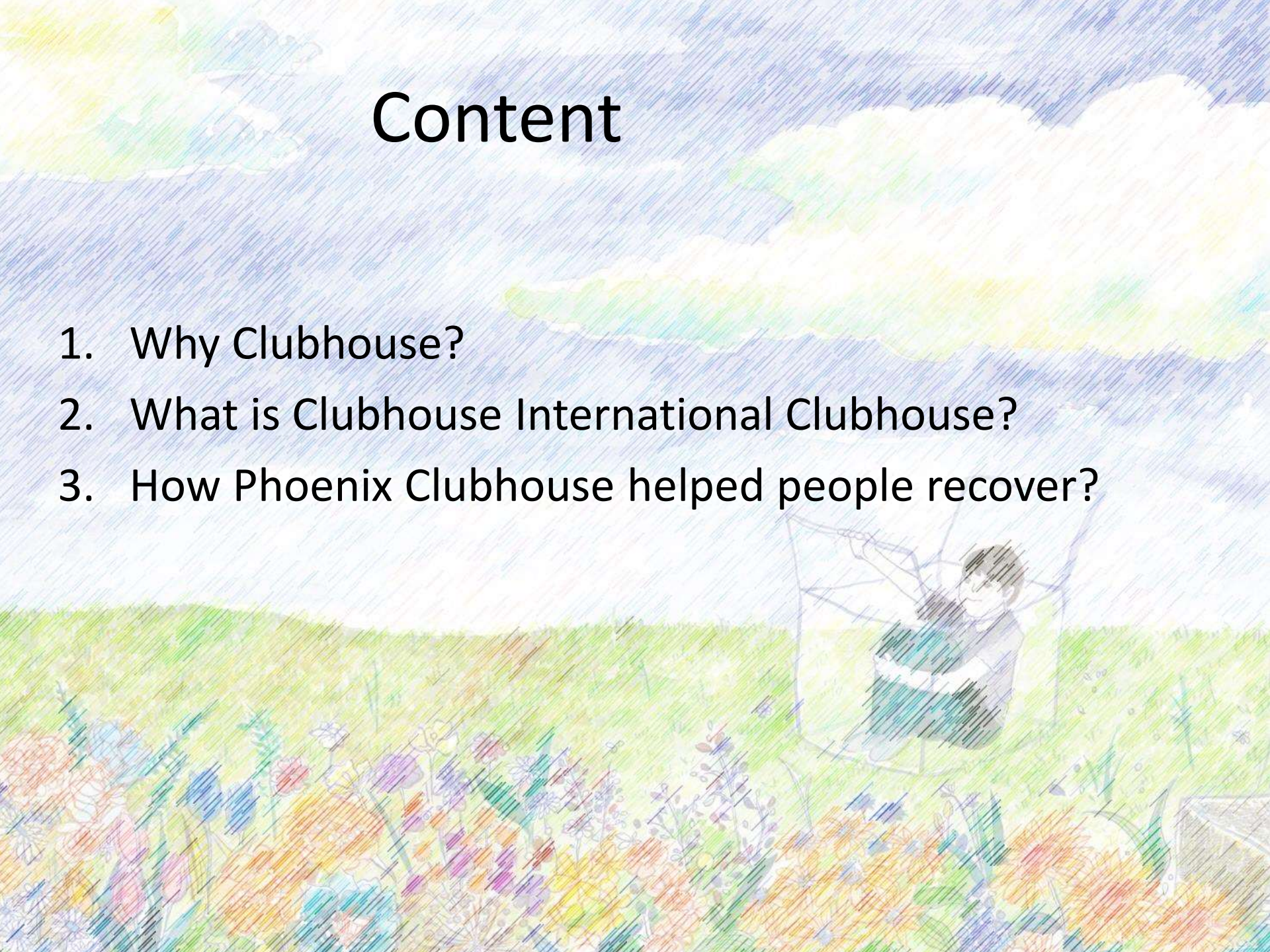
involving Service Users, Service Providers,
Volunteers and Employers
in Mental Health Recovery

The Phoenix Clubhouse Hong Kong



Content

1. Why Clubhouse?
2. What is Clubhouse International Clubhouse?
3. How Phoenix Clubhouse helped people recover?



1998...



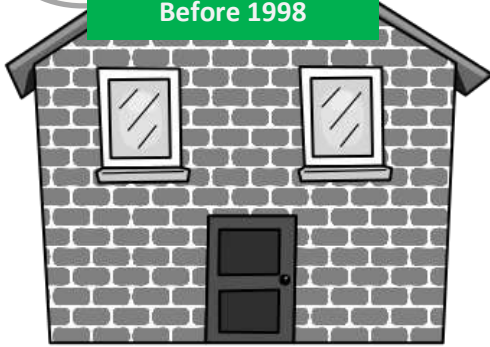
Professional dominant

Skill training environment

Medical and rehabilitation

Day Hospital

Before 1998



First established and accredited Clubhouse in HK

Shared responsibility

Members Participations in all aspects

Work-ordered Day

Phoenix Clubhouse

Since 1998

No uniform

No staff only case round

Decision making by consensus

Employers, advisory committee & volunteers

No staff only facilities

Members & Staff

Training & accreditation

Members and staff work side by side



Why Change ?



Failure

Setbacks of Mental Illness

Lost Employment

Poverty

Negative Family Dynamics

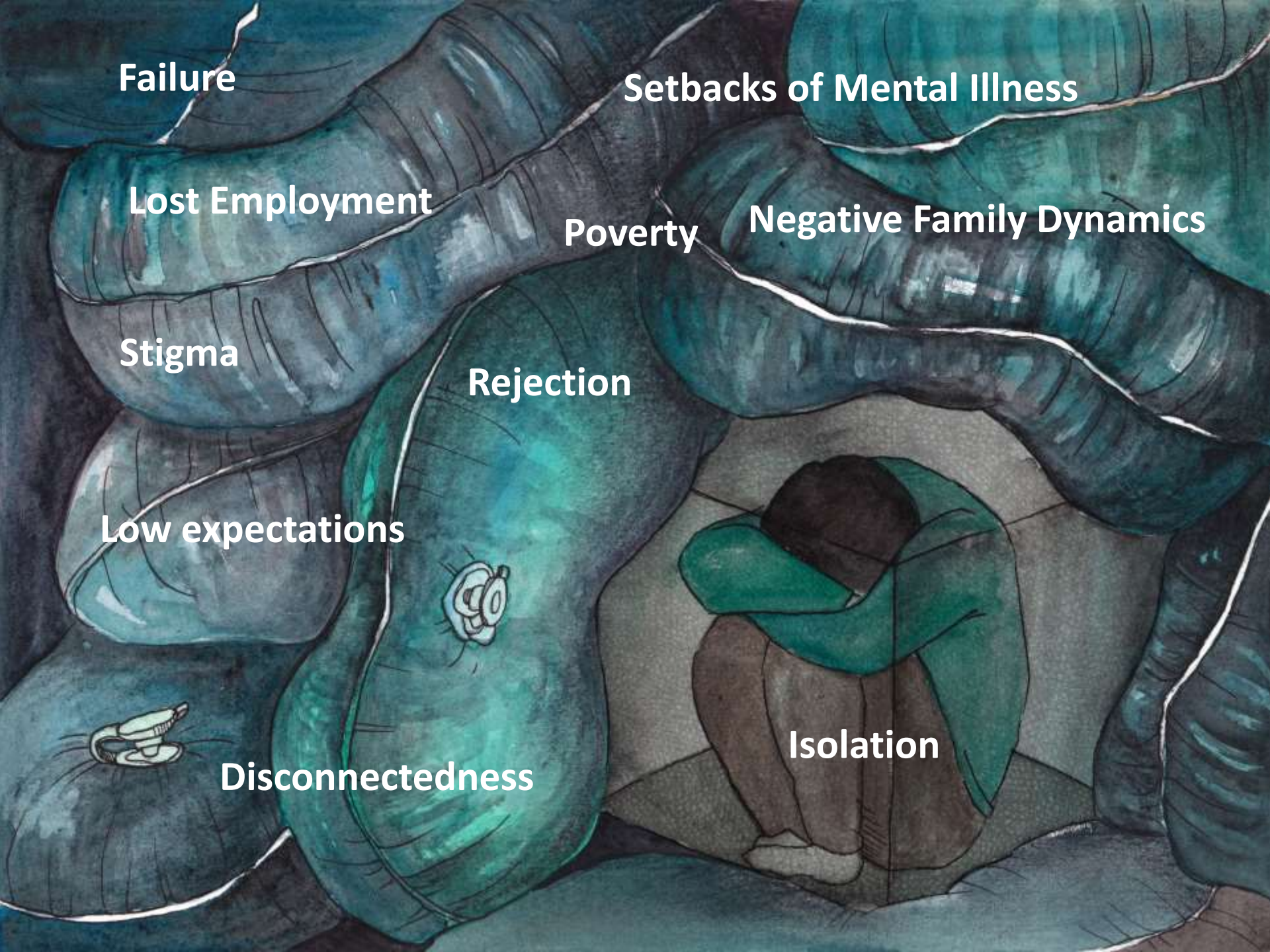
Stigma

Rejection

Low expectations

Disconnectedness

Isolation



HOPE

Personal Recovery

Service User's
Life Goals
Involvement
Choice

Individually
tailored

Clinical
Recovery

Functional
Recovery

Social
Recovery

Diversity

Employment

Benefit:

- **Self efficacy** – meeting challenges and personal growth
- **Identity** – feeling normal and shedding patient identity
- **Belonging** – being part of the wider world, relationships
- **Quality of Life** – structure, finance, job satisfaction

However,

People with mental health issue has the lowest employment rate among all other disabilities.

A **42% employment rate** is achieved at Accredited Clubhouses annually – double the average employment rate for people in the public mental health system



From fixing a Mental Health Problem to Personal Recovery



Mental illness is not a choice...
But recovery is.

I AM A PERSON NOT A MENTAL HEALTH PROBLEM

Recovery is not a linear process

There will be ups and downs. There is no end. It goes on and on and on and on, and there is no end.

THAT DOESN'T MEAN IT'S NOT WORTH PURSUING!

It's a hell of a lot better than letting these diseases control you.



The Clubhouse approach...

...is a scientifically proven, widely successful approach that includes training, accreditation, and quality assurance elements that are continuously being updated, based on the broad experience of working successfully with Clubhouse staff, members and their families.

Scientific evidence

Recognized since 2011 in US

**Substance Abuse and Mental Health Services Administration
(SAMHSA)**

as evidence based intervention in the

**National Registry of Evidence-based Programs and
Practice(NREPP)**

in the area of

**employment, quality of life and perceived recovery
from a mental health problem.**



International Recognition

Clubhouse International/Fountain House New York
Awarded the

2014 Conrad N. Hilton Humanitarian Prize,

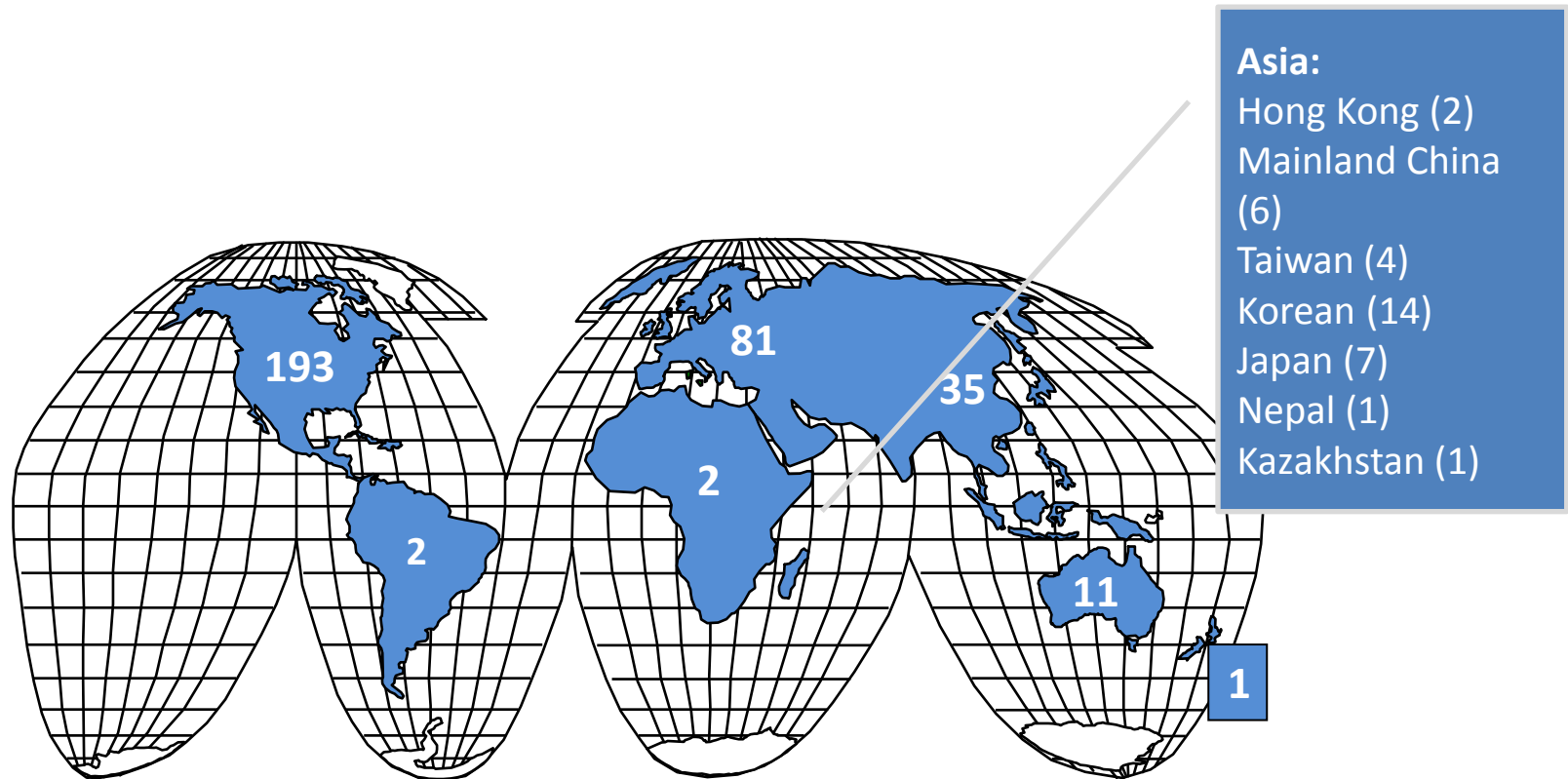
the world largest humanitarian prize
for creating a successful model
to help those suffering from mental illness
to reclaim their lives and
realize their potential through
work and
the support of a caring community.



Conrad N. Hilton
FOUNDATION

Clubhouse International/Fountain House/NY
receive \$1.5 Million Conrad N. Hilton
Humanitarian Prize

Worldwide Distribution



Reach more than 100,000 people
330 Clubhouse around the world in 34 countries



What is a
Clubhouse International
Clubhouse?



Clubhouse International Clubhouse

<http://www.iccd.org/>

A **Clubhouse International Clubhouse** is a community-based center that provides opportunities for people with mental illness.

Members of Clubhouses are able to fulfill their potential and achieve a sense of belonging, dignity and self-worth through employment, housing, social and educational choices available through the Clubhouse.

Much more than simply a program or a social service, a Clubhouse International Clubhouse is a community of people who are working together to achieve a common goal.



Clubhouse International Clubhouse

Main features

- A Clubhouse day in which the talents and abilities of members are recognized and encouraged
- Opportunities to obtain paid employment in mainstream businesses and industries
- Assistance in accessing community-based educational resources
- Assistance in accessing medical, psychological, substance abuse, wellness, and other community support resources
- Assistance in securing and sustaining safe, decent and affordable housing
- Participation in consensus-based decision making regarding all important matters relating to the running of the Clubhouse
- Evening/weekend/holiday social and recreational events

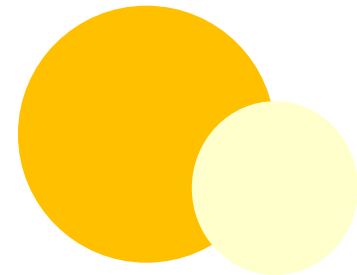


Phoenix Clubhouse Hong Kong



Members as peers to support each other and as role model

- Orientation by members
- Members as buddy
- Peers visit hospitalised members
- Members already employed come back to support the work of Clubhouse

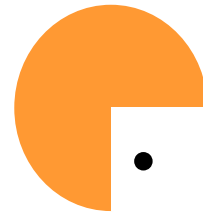


Respectful environment



- Spacious
- Update facilities
- All space are welcoming
- Beautiful patio
- Accessible community resource room
- Quite education room
- Comfortable exercise area

Members have access to all facilities in Clubhouse



- No staff only area
- Shared working tables
- Shared toilets
- Shared dining area
- Individual lockers



Members and staff work side by side with own choice of activities



- Choose staff to work with
- Set own goals with staff
- Choose work unit and the type of work
- Share responsibilities in all tasks
- Members are needed in all work



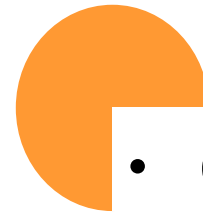
Members participate in all aspects



Members orientating Hospital Accreditation Team

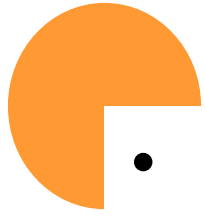


Members in interview board for Phoenix Clubhouse staff recruitment



- Operation
- Decision making
- Meetings
- Training
- International conferences
- Publicity and promotion
- Teaching
- Staff recruitment
- Research
-

Members has tremendous Employment Opportunities



- Different programs:
 1. Group placement
 2. Transitional Employment
 3. Supported Employment
- In well know international and local companies
- Support from staff and employers
- Salary at market price



1. Group Placement (GP) – half to 1 day



Members in Group Transitional Employment
(UBS AG)



Members in Group Transitional Employment
(A. Menarini Hong Kong Limited)



Members in Group Transitional Employment
(The Jardine Engineering Corporation, Limited)

2. Transitional Employment (TE)- 6-9 months



Clerk
(Eli Lilly Asia, Inc.)



Office Assistant
(Hong Kong Economic Times Holding Ltd.)



Document Control Clerk
(Hongkong Land Limited)

3. Supported Employment (SE) - permanent job



Marketing Assistant
(Baker & McKenzie)



Part Time Office Assistant
(Shearman & Sterling)



Shop Keeper
(Rehab Cafe)



Office Assistant
(Sky Trend C.P.A. Co. Ltd.)



Cleaning Worker
(Joyway Management (HK) Ltd.)

Employment Partners

- ❖ A. Menarini Hong Kong Limited
- ❖ Asia Pacific Catering Corporation Limited
- ❖ Baker & McKenzie
- ❖ Coben Limited (Barristers' Chambers)
- ❖ Eli Lilly Asia, Inc.
- ❖ Grand Hyatt Hong Kong
- ❖ Hang Seng Bank Limited
- ❖ Holake Hongkong Lifts Limited
- ❖ Hong Kong Economic Times Holdings Limited
- ❖ Hongkong Land Limited
- ❖ Jardine Aviation
- ❖ Joyway Management (HK) Limited
- ❖ Morgan Stanley Asia Limited
- ❖ Netgear HK Limited
- ❖ Paul Hastings
- ❖ Po Sin Sing Kee Engineering Company Limited
- ❖ Queen Mary Hospital
- ❖ Schindler Lifts (Hong Kong) Ltd.
- ❖ Shearman & Sterling
- ❖ Sky Trend C.P.A. Co., Ltd.
- ❖ The Dairy Farm Company Ltd.
- ❖ The Jardine Engineering Corporation, Limited
- ❖ UBS AG
- ❖ Williams Lea (Hong Kong) Limited
- ❖ Zung Fu Company Limited



MENARINI



BAKER & MCKENZIE



Jardine Aviation Services
怡中航空服務



Schindler



Decent work places and good employers in town

Distribution of Employment Partners 就業夥伴公司分佈圖



Biennial Open House cum Employers' Reception



**Open day cum Employers Reception Nov 2015:
176 Guests and 41 Organizations**



Education Opportunities



English Class



St John First Aid Class

- Education fund
- Various learning opportunities
- Learn work-related skills
- Supported education
- Volunteers from various professions teaching members



Peer Support Worker Training



Volunteers to teaching interviewing skills

Community participation and non-working hour programs



Employment Dinner



CyberRun For Rehab



Sports and outings



Winning the Rat Race in 2014

Carer involvement



Member-carer day camp



Carers joining Equal Opportunities talk



Carers' sharing



Family initiating a meeting in Kiwanis Club to promote social inclusion



Learning to massage for each other in day camp³²



Phoenix Clubhouse, Hong Kong

ACHIEVEMENTS

Members take pride in this community.

Vibrant and comprehensive employment programs

Total employer partners : 46 companies

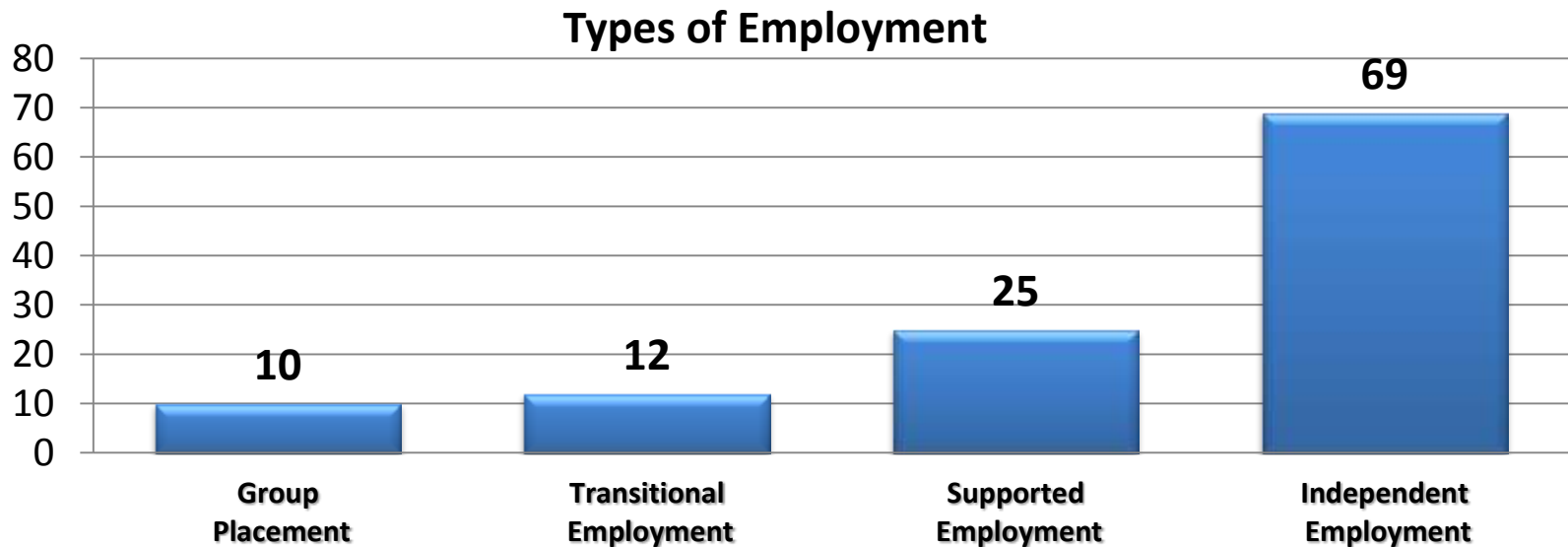
Current employer partners: 20+ companies

Members with successful employment: 240

Percentage of active members working : 80 % (n=123)

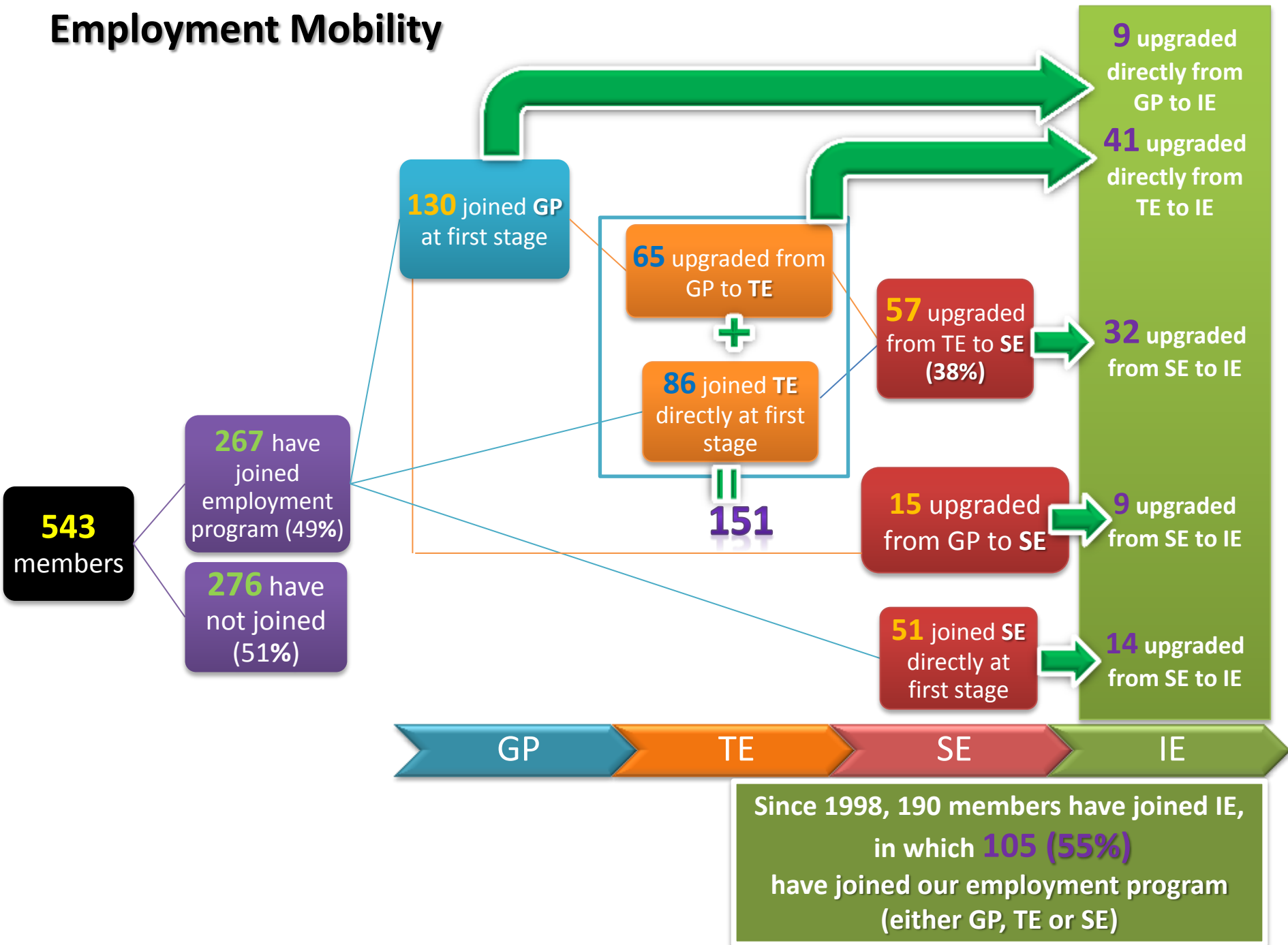
Average hourly wages : \$34-\$43

Mean job tenure for SE : 22.2 months (n=75)

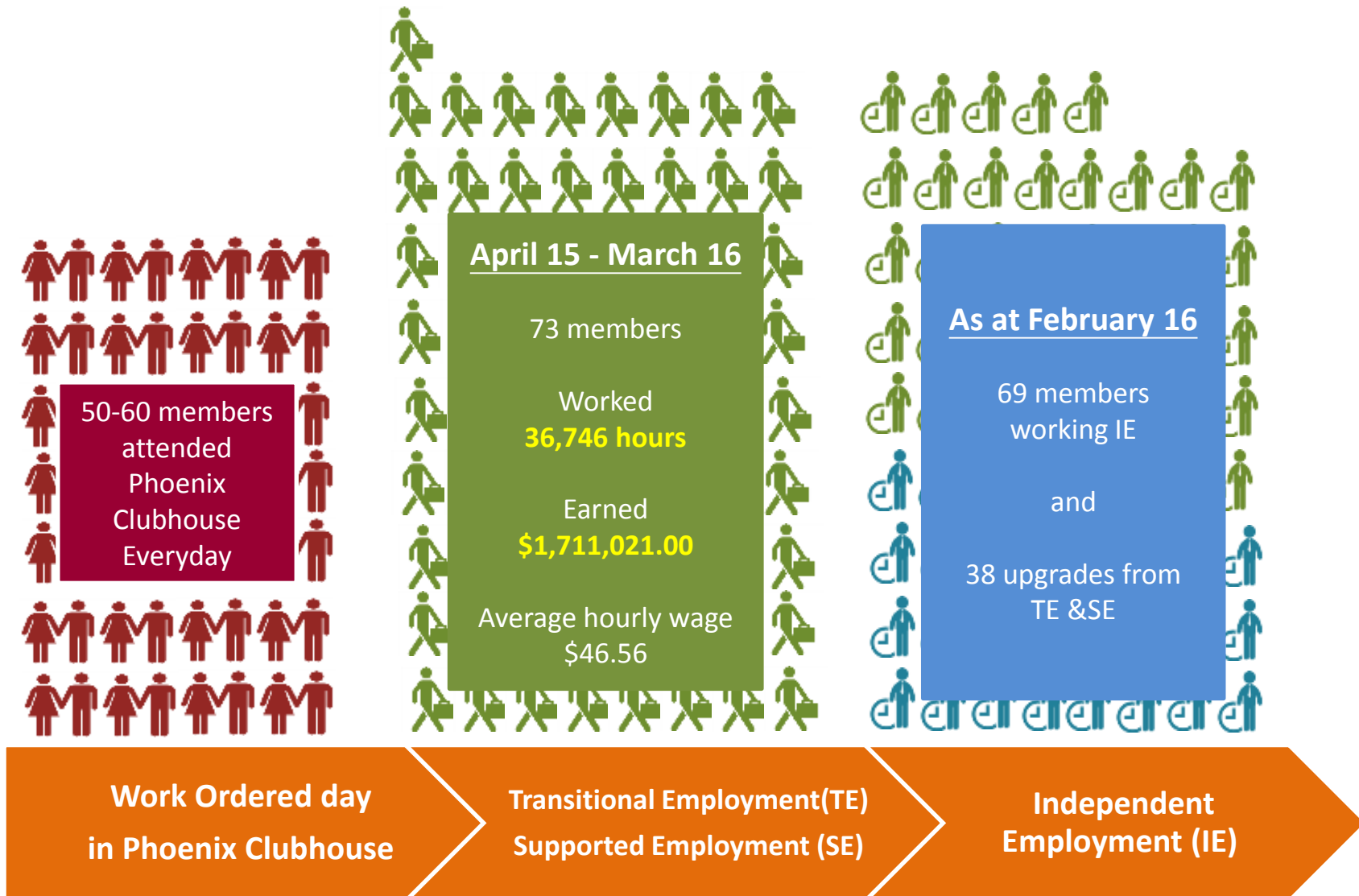


Average wages per hr (\$)	34	49	46	43
Av. work hour per wk	4	18	26	39

Employment Mobility



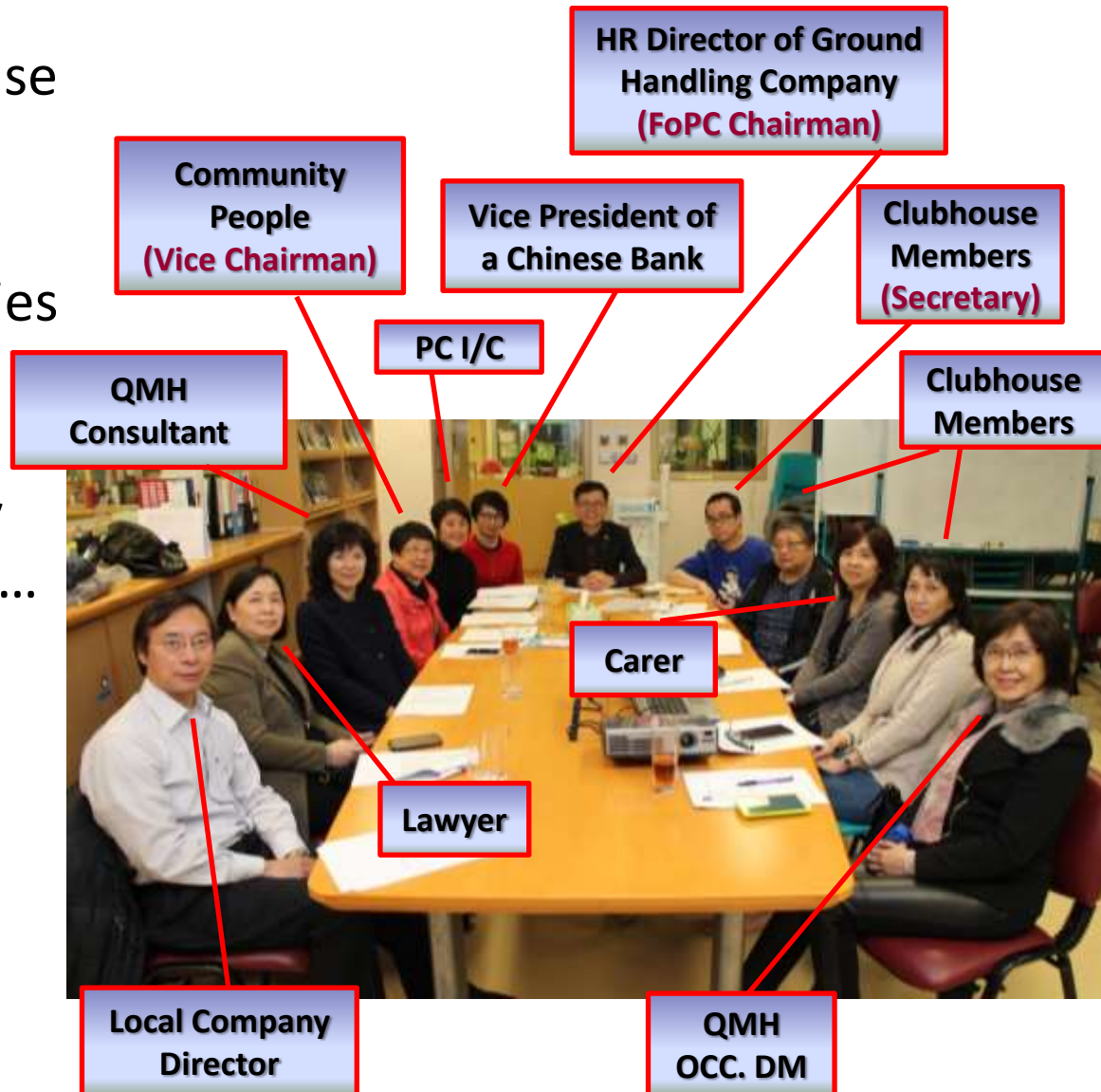
Members Employment Status 15/16 :



Extensive partnership with volunteers

Friends of Phoenix Clubhouse (advisory committee)

- Employment opportunities
- Donations to support overseas training and conferences, community and education programs...
- Volunteers support in all aspects
- Wellness promotion
- Anti-stigma
- Publicity



Friends of Phoenix Clubhouse and their contributions



Friends of Phoenix Clubhouse



Mental Health Promotion Activity



Charity



collaborate with NGO



Publicity



Clubhouse International



China Clubhouse Development



International Clubhouse Conference



Introduce volunteers/employers to Clubhouse



Biennial Employers Reception

Volunteers



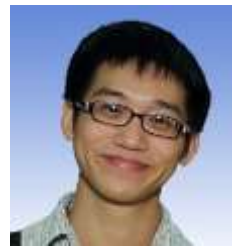
Alison
- English Class



Ariel
- Program



Jasmine
- English Class



Archit
- Program



Ada
- Job Interview Skills



Jessica
- Employers' Reception



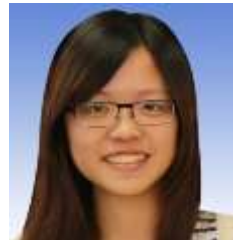
Frederick
- Photo-taking



Joey
- Wing Chun Class



Enoch
- Program



Joyce
- Program



Chan Kwong
- Putonghua Class



Mr. Chung
Gardening Consultation



Josie
- Make-up



Po Lun
- Photo-taking



Amanda
- English Class



Grace
- Program



Verita
- Employers' Reception



Gabriel
- Employers' Reception



Johnny
- English Class



Shirley
- Dessert Class



Onee
- Stretching Class



Steven
- Photo-taking



Wendy
- Festive Events



Brian 39
- Program



Annual Volunteer appreciation Day



Annual Festival Day Function with carers and volunteers

Extraordinary Accreditation Results

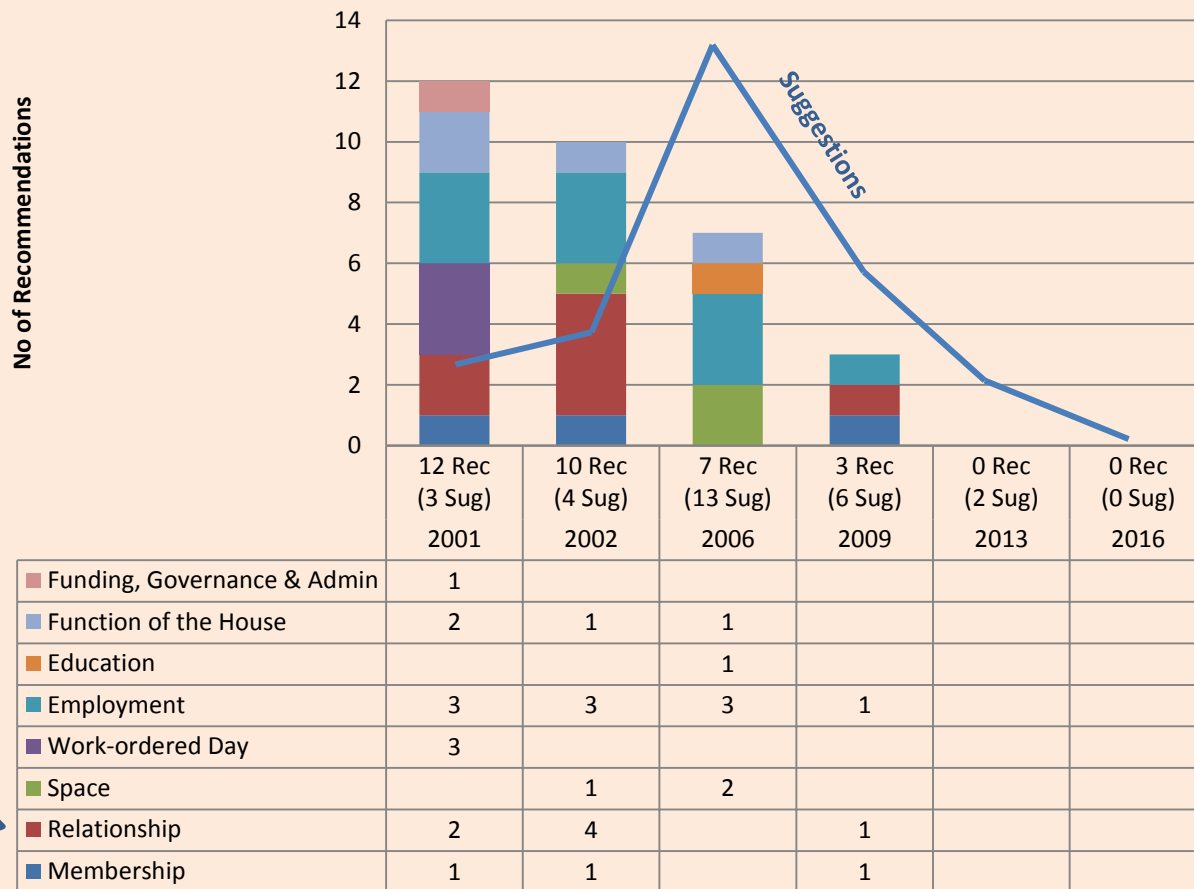


Gone through
6 Accreditations
from
Clubhouse
International:
2001
2002
2006
2009
2013
2016

100

2016
Consistently
Achieved
ALL 36
standards

Phoenix Clubhouse Accreditation Results – No. of Recommendations & Suggestions



Recognition from Cluster and Hospital Accreditation Team



OWS 2014 QMH full report

Criterion 1.1.6

“Clubhouse truly reflects the commitment to ongoing care for psychiatric patients.”

Criterion 1.6.1

“The survey team also visited the Phoenix Clubhouse. It is the first mental health service using the Clubhouse Model locally. It has been accredited by the Clubhouse International since 2001. It follows a partnership model where staff and members (ex-patients) work side by side in running the Clubhouse. It is commendable that its members participated in the recent reprovisioning of the David Trench Rehabilitation Centre, staff recruitment board and provide input for staff’s annual appraisal evaluation.”



Peer leading position in the International Clubhouse community

- As a pioneer and role model in supporting the development of Clubhouses in Chinese speaking communities.
- Over 400 local and international visitors annually
- Orientation program to over 21 organizations from Chinese speaking communities since 2005
- World's 11 International Training Base Clubhouse
- A leadership role as a repeated investigation site visited by the jury of the Hilton Humanitarian Prize in 2014



Clubhouse International
Creating Community: Changing the World of Mental Health





Orientation Program for teams from Mainland China



Chairman of friends of Phoenix Clubhouse lecturing in the Orientation Program



No. of members attended International Seminar & Training: 23

Presenting in Clubhouse International Seminar

Anti-stigma and publicity

Members are empowered to participate in

- local and international conferences
- present on TV, radio & press conferences,
- participation in public events

to promote Clubhouse concept and recovery of mental illness



Members preparing for Central RatRace and were reported by TVB



Member introducing Phoenix Clubhouse in an interview report by Cable TV



Member sharing their stories for the new Phoenix Clubhouse introduction video



Members sharing in Joyful Foundation and HKU press conference



Member sharing in Symposium 2014:
Pathways to Mental Health Recovery in HKCU

Clubhouse Model is effective because it is:



Holistic

offering members opportunities for friendship, employment and education, and access to quality housing, medical and psychiatric services through a single caring and safe environment



Inclusive

allowing members to meet and follow the example of others who are achieving their personal aspirations and goals



Sustaining

helping members become productive members of society over the course of their lives



Responsive

dedicated to continuous improvement based on direct feedback from members



Cost-Effective –

providing members, families and communities significantly more value for money than other mental healthcare approaches

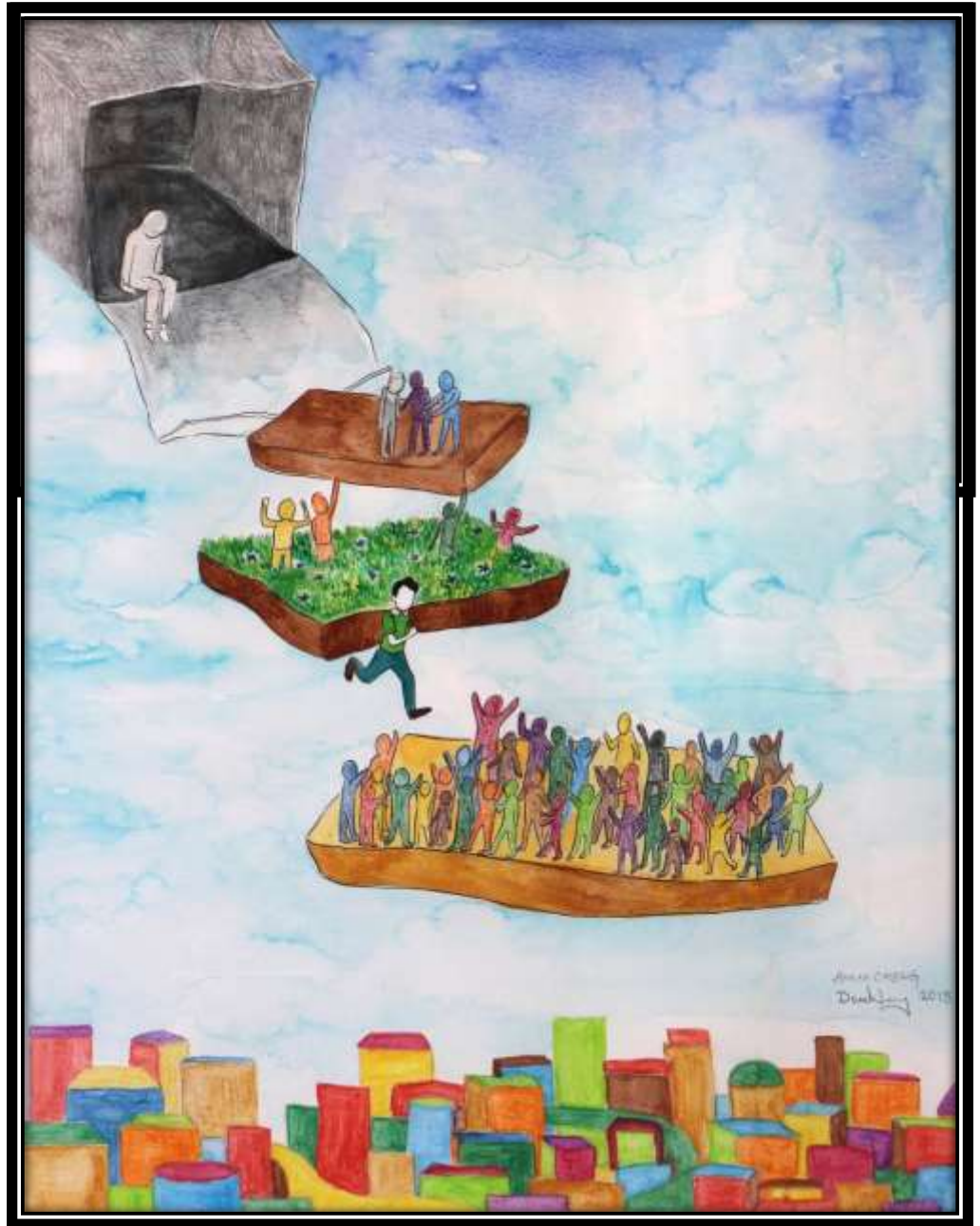
The benefit of Clubhouse in Hospital Authority

PERCEPTION IS REALITY

Our brain look at what we
see to make sense of the
world...

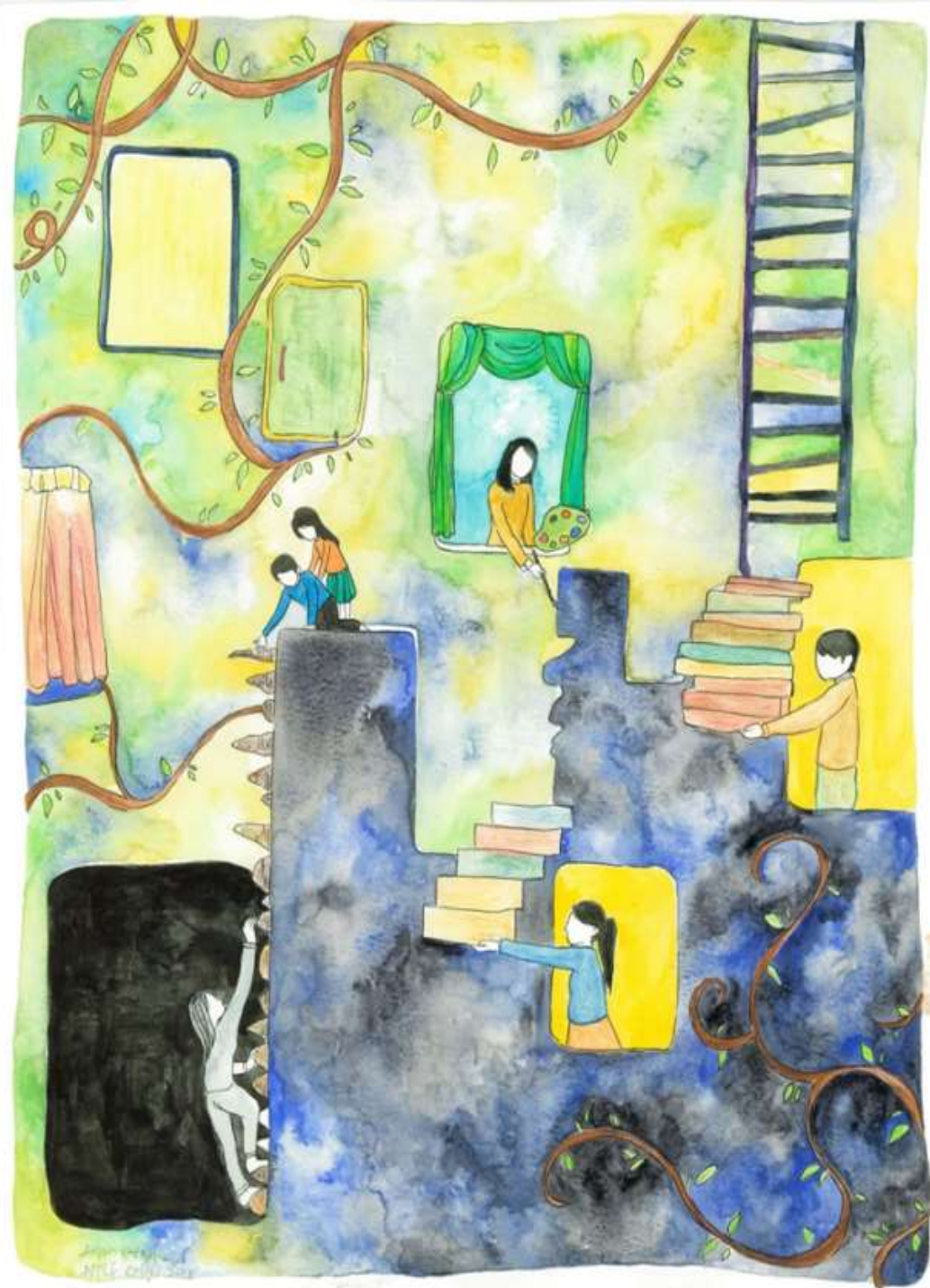
*If they see Recovery
from the very
beginning.*

*This become their
slow changing reality.*



Phoenix Clubhouse

- create Hope with the Success of Peers
- Use Community Resources to Stimulate Change
- Avoid Stigma and Discrimination by Community Participation
- Beat Poverty with Employment
- Create Community for Social Support



Everybody needs
a life worth living to
Recover

Thank You





**Special Thanks to
Amimi Cheng
who helped to draw illustrations for our members stories.**

