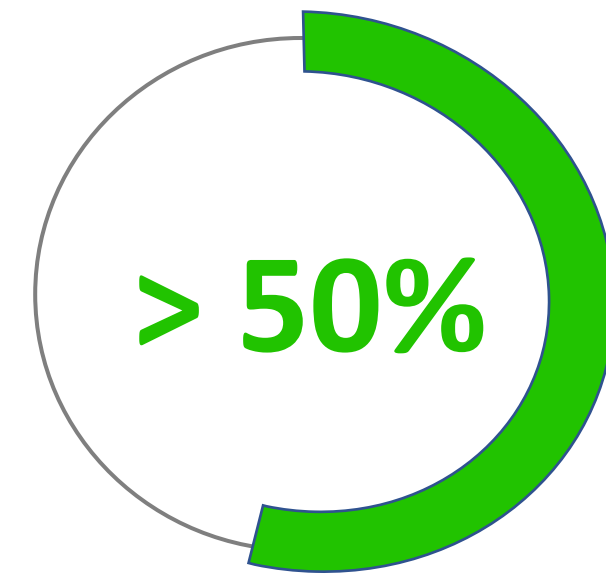


The use of WeChat in Chinese-speaking mental health agencies in North America: A conceptual exploration

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Background



Over 1M WeChat users in Canada (over 50% of the Chinese-Canadian population) (VI Media, 2021).

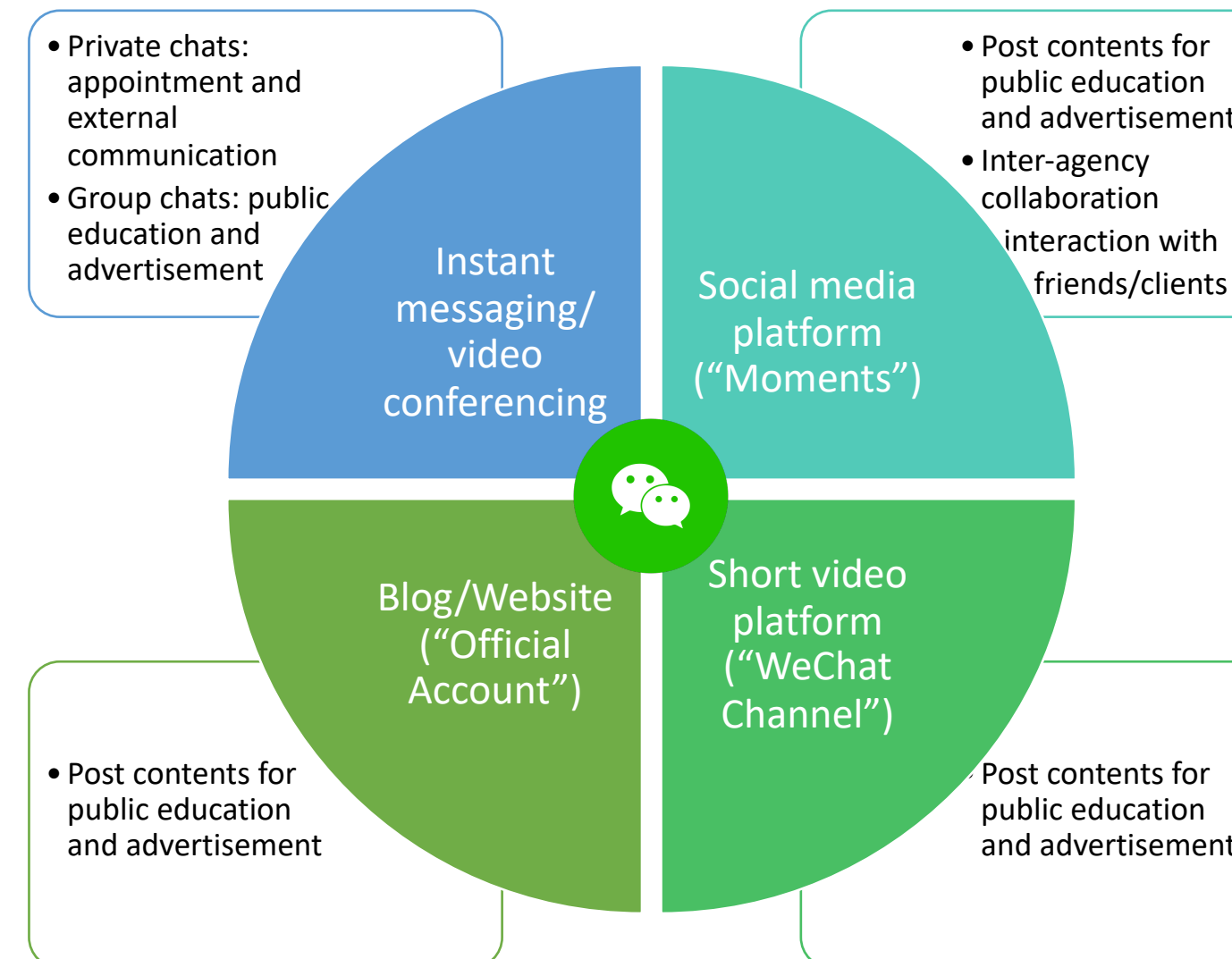
Chinese Canadians experienced increased mental health concerns (Chen, Zhang, & Liu, 2020).

More mental health services were provided remotely through WeChat (Montag, Becker, & Gan, 2018).

Objective

Conceptualize the use of WeChat by Chinese-speaking mental health agencies and its influences at different levels.

Functions and Agencies' activities on WeChat



Implications

Risks

- Increase perceived intimacy between therapists/agencies and their clients
- Potential dual relationship in group chats
- Posts on Moments may give out personal information
- Interaction on Moments may unintentionally breach confidentiality
- Cyber-security and confidentiality

Opportunities

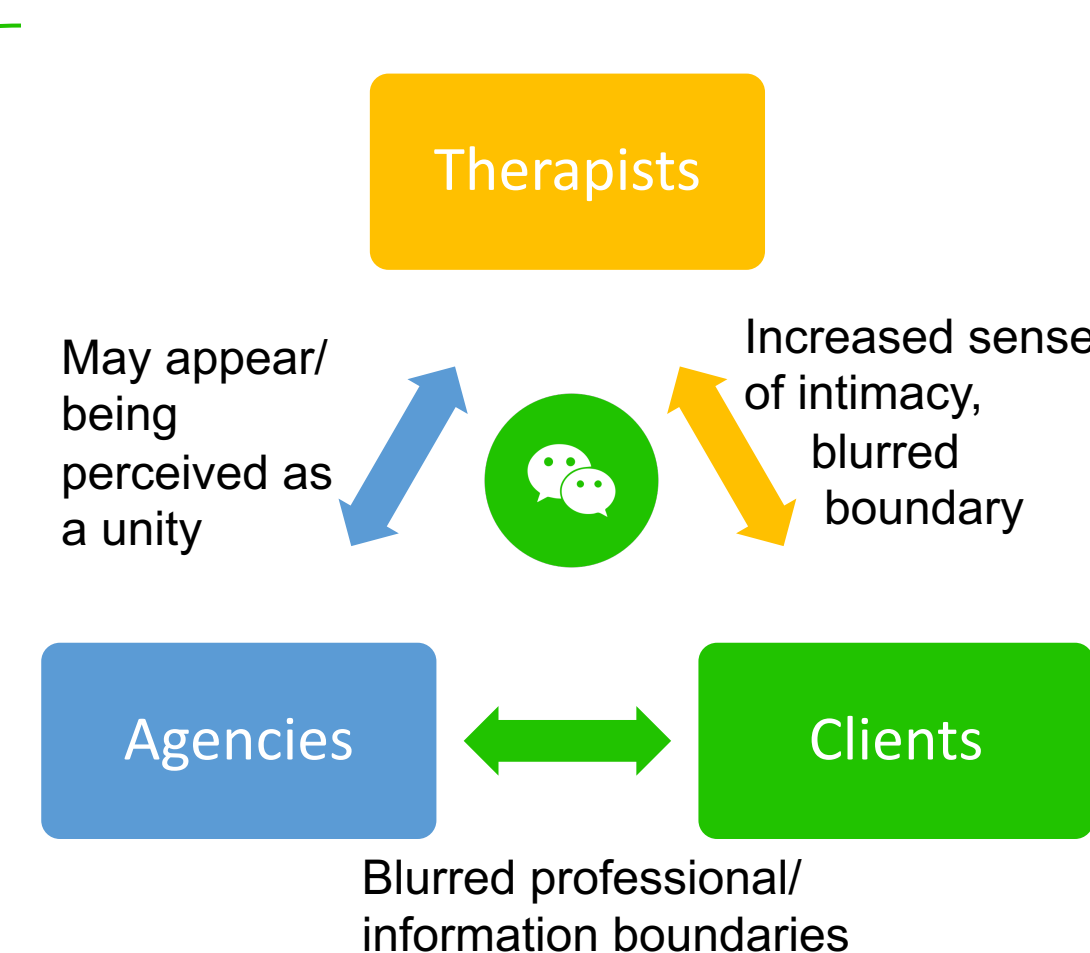
- Help public education contents to reach broad range of audience
- Break down barriers for help-seeking

Conceptual Analysis

Narratives under cultural emphasis on social networks

- Prioritize having harmonious social relationships over personal mental wellbeing
- Help-seeking as creating trouble
- Having mental health concerns as bringing shame to the family/community
- Etc. (Chen, Lai & Yang, 2013)

Challenges
and/or
Perpetuates



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