

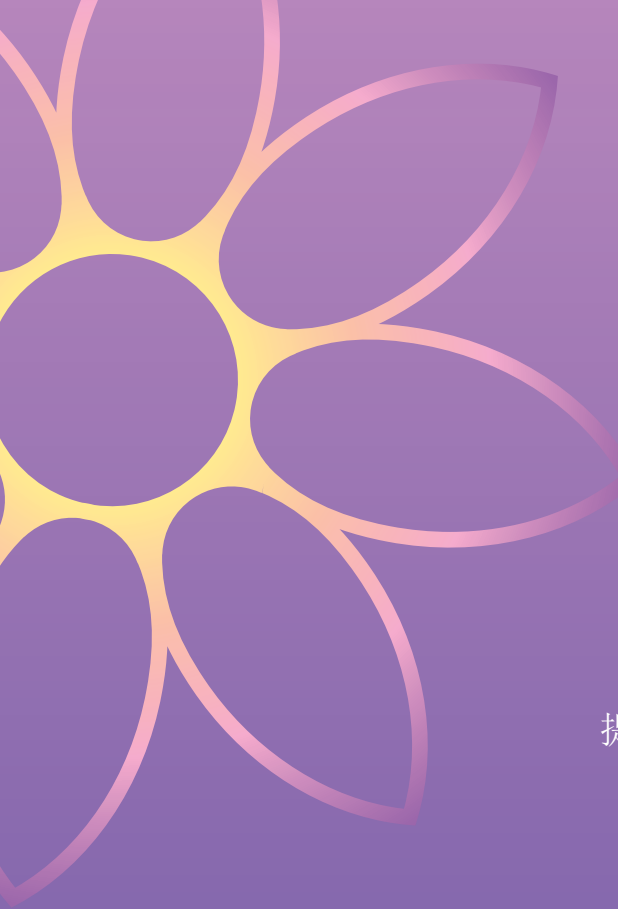
# ASSIST

COMMUNITY SERVICES CENTRE



Here for  
our people.

Chinese  
version



## 中心的願景

聯係社群與社區的橋梁

## 中心的使命

通過優質服務和活動，  
提高個人和家庭生活質量

## 中心的核心價值觀

### 責任感

We are responsible for our actions and our words towards persons served, stakeholders, communities, and each other.

### 成長

We commit to ongoing learning and adapting to improve our service, practice and for personal growth.

### 尊重

We treat everyone with dignity, and build relationships based on trust by being transparent, empathetic and non-judgemental.

### 包容

We actively embrace diversity by acknowledging everyone's identity, ability and experience. Everyone's voice and story are valued, and we create opportunities for them to be heard.

### 誠實

We act honestly and are guided by professional ethics.

### 服務

We strive to provide high quality support and assistance to meet the needs of persons served and the community.

# 主席心聲

## *Message from Kevin Dons, President, Board of Directors*



爲了適應變化多端的環境，ASSIST 在過去一年做出了很大改變。在確保客戶和員工的安全的同時，我們為客人提供持續的服務。我們引入了混合工作模式，到客人服務方式及員工工作模式中。

整個 2021 年，認證工作一直是董事會的重點。從2021年董事會任期開始召開的戰略規劃會議，有助於厘清和重新聚焦於組織優先事項。除了認證工作之外，董事會還繼續加強及推動自己在2020年委員會中的角色，包括：執行、財務、人力資源、建築、社區外展/籌款、管理和認證。藉此，我們希望董事會能更進一步帶領ASSIST前進，尤其是在我們已確定的關鍵戰略目標上，包括：擴展多元化收入、進一步強化建構多樣性和包容性政策和標準的能力，同時提升 ASSIST 的整體組織形象。持續努力的結果可能尚未完全實現，但我們已經逐漸看到了積極地改變。

在可預見的未來一年，我們將面對預算緊縮，但在我們的資助者、捐贈者、義工、工作人員、董事會成員和朋友等各界人士的支持下，ASSIST 已準備好去從容應對。即使前方道路可能仍然充滿挑戰，ASSIST 仍將承擔民眾與社區之間橋樑的作用，並對未來持著樂觀態度。同時，ASSIST 從社區中獲得了充分的支持。

## Board of Directors 2021-2022

### Executive

**Kevin Dons**  
President

**John Yee**  
Treasurer

**Games Choy**  
Vice President

**Angelica Loo**  
Secretary

### Directors

**William Lau**

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**Peter Wong**  
**Nancy Tran**

**Wing Choy**  
**Raymond Luu**

**Samuel Tam**  
**Allan Ma**

**Shantanu**  
**Tonu Mitra**

### Honorary Members

**Collin Wong**

**Michael Phair**

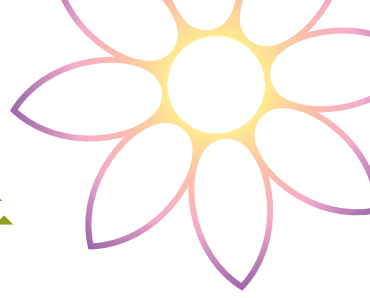
**Andreas Ng**

# Statement of Operations

For the Year Ended December 31, 2021

	2021	2020
<b>Revenue</b>		
Grants and funding (schedule 1)	\$ 3,169,315	\$ 3,531,371
Book sales and other	126,336	168,448
Casino	47,986	33,695
Donations and others	22,689	21,070
Tuition and activity fees	19,463	10,303
Fundraising	16,194	5,600
Interest	7,692	3,988
Memberships	1,065	210
<b>Total revenue</b>	<b>\$3,410,740</b>	<b>\$3,774,685</b>
<b>Operating expenses</b>		
Payroll expenses	\$ 2,627,578	\$2,919,097
Space rent	379,207	385,618
Office expenses	76,291	96,852
Telephone, utilities and wastage	116,133	108,252
Program activities and expenses	101,232	91,273
Amortization of tangible assets	38,235	38,865
Insurance	21,867	22,780
Renovation-operation	10,057	38,299
Accounting, audit and professional fee	14,727	8,024
Repairs and maintenance	5,180	8,350
Advertising and promotion	4,743	2,525
Fundraising and donation expenses	2,046	1,200
Property taxes	72	58
Reserve expenses	-	53,4923
<b>Total operating expenses</b>	<b>\$3,397,368</b>	<b>\$3,774,685</b>
<b>Excess (shortfall) of revenue over expenses</b>	<b>\$13,372</b>	<b>\$ -</b>

# 行政總監報告



## *Message from Fion Lee Executive Director*



目前儘管 Covid-19 已成為地方病，但由於該病毒在過去兩年間的持續擴散，對我們服務的社區和個人而言，這是充滿挑戰的一年。由於我丈夫在此期間與癌症抗爭而病逝，所以對我個人而言，這是尤為艱難的一年。儘管如此，還是非常感謝董事會和同事對我的關懷和支持。尤其在過去這段特殊時期，我願將這些感恩及希望作為我們服務社區的動機。

在過去的一年裡，我們不停地證明我們的關愛、強大和堅韌不拔。隨著快速不斷變化的 Covid 限制政策，我們不斷學習和適應混合服務模式，為客人提供面對面或線上服務。實際上，自從新冠病毒爆發以來，甚至在疫情高峰期，我們從未停止過提供面對面服務，因為我們清楚這是滿足某些客人需求的唯一途徑。儘管我們面臨資金短缺，在為有嚴重語言和文化障礙的公民提供支持和服務方面，我們從未忽視過他們的需求。在我們服務的公民中有 70% 是中國老年人，我們通過自籌經費並投入資金繼續幫助他們。

儘管大流行帶來了前所未有的挑戰，但 ASSIST 已經開始了加拿大認證委員會的認證過程。這是一個冗長而緊湊的過程，需要組織中各個級層投入大量的時間和精力。縱使獲得該認證不足以使經費增加，甚至可能無法保證現有的經費，但能確保客人能從我們那裏接受到優質的服務已是足夠的原因推動我們進行認證。

在這場大流行病即將結束之際，我們將持續以客戶為中心、靈活及遵循「Pollyanna 原則」，更加注重積極、樂觀和前瞻性的思維。我們也更有動力在困境中茁壯成長。這一切之所以成為可能，是因為來自社會各界的大力支持和無私奉獻，包括我們的資助者、捐贈者、董事會、員工、義工和 ASSIST 的朋友。請接受我們衷心的謝意！

Pollyanna 是 Eleanor Porter 的兒童讀物 “Pollyanna” 中的主角，她是一個無論多麼悲傷或沮喪、總是試圖在生活中至少找到一件好事的女孩。

# 我們在

## 衷心地感謝 義工

義工在我們服務客戶的過程中是不可或缺的，其中包括長者、成年人和青少年群體的各项服務項目。例如，義工 Claire Song, Cherney Choi和Jiyeon Seo 在幫助我們開展青少年項目，包括課後作業輔導和夏令營。在移民安頓項目中，義工Junyu Liu幫助在講座中做口譯，義工Zoey Siu及其他義工在2020年度免費報稅服務中幫助我們處理了超過500個報稅文件。在長者服務項目中，義工Yuk Shan Wu 多次幫助我們開展卡拉OK的活動及為一些專題慶典及節日慶典備餐。義工Ryan Park貢獻自己的時間，教長者彈吉他。由於以上這些志願者的傑出貢獻，ASSIST在二月份對他們給予了表彰，這彰顯了ASSIST員工和客人對義工們貢獻的認可。義工工作是不為謀求個人利益而做的事情，是一種默默的付出。而在ASSIST，我們要讓義工們知道，我們認可並珍視他們所做出的貢獻。

## 榮幸地為長者 服務

ASSIST深切地關愛長者，並為與長者提供各種便利的服務項目。全部項目都是通過努力籌措來的款項支持運營的，其中最大的活動是華人社區周年籌款百萬行。本活動2020年終止了一次，於2021年九月回歸如常。此活動籌到的款項，將用來資助長者服務項目因資金不足而無法開展的活動。長者服務項目涉及範圍廣泛，包括藝術類，如鉛筆素描、中國書法；體育鍛煉類，如太極、排舞和乒乓球；音樂類，如英語民歌、吉他初中級課及卡拉ok；電腦筆記本和iPad實操及應用課程；其他社交類課程，如烹飪課和打麻將。因為長者們自願組織這些活動，都舉辦得非常成功。這樣一來，社區通過提供此類項目為長者服務的初衷與長者們的自身意願達成了完美一致。



# 这里

## 專注於我們的 客人

為了在疫情持續期間繼續關愛和滿足客人的需求，我們提供靈活的服務方式，為客人提供最便捷的服務。在我們的移民安頓服務項目中，客人可以選擇面對面或線上服務（如WhatsApp、Viber和WeChat微信等）。LINC的學生可以在上午、下午或傍晚來教室上課或上網課。我們的網課給工作繁忙的客人提供了上英語課的機會，因為線上活動和課堂允許學生通過電話、平板或者電腦上課。我們甚至給不能在家用電腦上課的學生提供電腦。參加T.A.N.G.項目的青少年，不僅可以參加夏令營項目，還可參加線上或面對面課后作業輔導項目。

## 關愛我們的 員工

我們知道，有時候領袖團隊一個最小的舉動也會深入人心。每一位員工過生日，中心會送上禮品卡和生日祝福。員工們都表示，這個小小的祝福對他們來說很有意義，這體現了ASSIST對每位員工的關愛。每逢聖誕節，ASSIST都會舉行午餐聚會並派發禮物。大家歡聚一堂，慶祝又一年的精誠合作。中國農曆新年的時候，每位員工也會收到賀新春紅包。今年，我們第一次還舉辦了健康日活動，員工在這一天可以參加Zumba、瑜伽、水彩畫及烹飪等各種活動。中心的這些福利舉措，遠遠超出了員工的期待，讓員工產生了強烈的歸屬感。這種歸屬感幫助員工在工作中樂於團隊合作、相互奉獻和彼此分享，使得工作更加順利並有效地完成。



## 移民安頓服務

**1553 newcomers | 3428 services**

The Settlement program responds to a wide range of newcomer needs through one-on-one counseling sessions and group information sessions. Clients are given access to supports and services to help them adapt to life in Canada. The pandemic pushed the settlement program to embrace resilience and rapidly adjust the delivery of most in-person services to telephone and various online formats. Settlement workers played an important role in helping laid off permanent residents access employment insurance benefits and Covid related government supports this year.

## 成人日常英語學習

**76 adults | 36 children  
5 programs**

During the pandemic, our “Learning English Through Raising Children”, and “Learning English Through Kitchen Fun Activities” programs were conducted over Zoom. The Raising Children programs help adults enhance their literacy and parenting skills through songs, stories, crafts and dancing. Our Kitchen Fun programs help learners to learn English through reading recipes, nutritional facts, and cooking. Food safety and healthy eating habits were also introduced in our classes.

## 新移民語言學習

**603 students**

**10 online classes**

**2 in-person classes**

**4 blended classes**

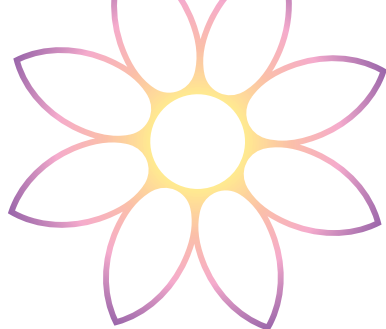
**223 CLB certificates  
for promoted students**

**316 CLB certificates  
provided to all learners**

The LINC Program teaches adult newcomers the English skills they need for settlement in Canada. Students developed their listening, speaking, reading and writing skills while learning about practical topics like housing, shopping, health care, education and community services. We offer full time, part time (mornings & evenings) classes and in 3 different formats - online, in-person, and blended. Free childcare for students attending in-person classes.







## 力先鋒隊青少年社區計劃

**198 youth | 7 unique programs.**

The T.A.N.G. youth program supports the social, physical, and mental well-being of immigrant youth by promoting positive attitudes, interpersonal skills, and supportive relationships. The program aims to meet the many unique needs and challenges youth face today. Youths between eleven and fifteen years of age are encouraged, supported, and mentored to help foster resiliency skills. Programs include Personal Growth Sessions, Homework Help, Afterschool Drop-Ins, Spring Break camp, Winter Break camp, Summer camp, and school partnerships.

## 義工參與

**145 volunteers | 3375 hours**

Volunteers are a vital part of making ASSIST a friendly and supportive place for newcomers and immigrants. The COVID 19 pandemic had impacted both the recruitment and the need for volunteers. In following public health safety measures, we put our regular in-person volunteer engagement on pause whilst moving many of our services and programs online. As a result, there were also limited volunteer opportunities. Although we had 50% less volunteers as compared to pre-COVID, they were highly committed and contributed 3375 volunteer hours.

## 多元文化親子教育項目

**550 parents & caregivers**

**1400 children impacted**

**28 programs delivered**

**2000+ service hours**

This program provides a full spectrum of ongoing Parenting Education to newcomers and refugee families with children 18 years old and younger. The program consists of five core components including Nobody's Perfect, Fatherhood Initiative, Preteen Parenting, Youth Parenting and Triple P (Positive Parenting Program). It aims to promote protective factors in early childhood development, strengthen social network connections, foster caregiver resilience building, and reduce risk factors of child maltreatment and children intervention. The program is delivered to seven ethnic groups including: Korean, Chinese, Filipino, Arabic, Pakistani, Eritrean, Oromo. Communities with ongoing support to assist these families across Canada during this global pandemic.



## 明智的選擇 – 認識病態賭博

**118 children | 114 adults  
14 presentations**

This program helps children in grades one to twelve better understand the impacts of problem gambling, and teaches them how to avoid becoming a problem gambler. Content is provided through a variety of media including drama presentations and games, workshops, videos, and display boards. The workshop session also helps adults to understand best practices for children to save them from gambling practices.

## 家庭暴力受害人支援服務

**79 clients**

In partnership with the Today Family Violence Help Centre, this program provides free services to individuals of all genders who are experiencing family violence to access confidential, emotional and practical support. This program began in 1999 and continues to provide linguistically and culturally appropriate support through two outreach workers. In the last fiscal year, we have served 79 individuals impacted by family violence in providing court support, safety planning, risk assessment and information about healthy relationships. We have also provided support to 43 service providers through case consultation, collaboration meetings and referral of clients.

“

*I would like to express our sincere gratitude to the multicultural parenting program for the past 8 sessions of lessons. We learned a lot about the positive parenting methodology, which changed our way of thinking about communicating with our kids, especially during conflicts and high-risk scenarios.*

”



## 公民和華人長者服務

**752 clients | 1972 services  
one-on-one support**

**100 seniors attended weekly  
aged-friendly activities**

This program offers comprehensive one-on-one support to naturalized citizens with significant language and cultural barriers to access resources such as government benefits, income support, health care, seniors benefits applications, and more. We helped clients understand and complete forms, and provided interpretation, translation and referral services.

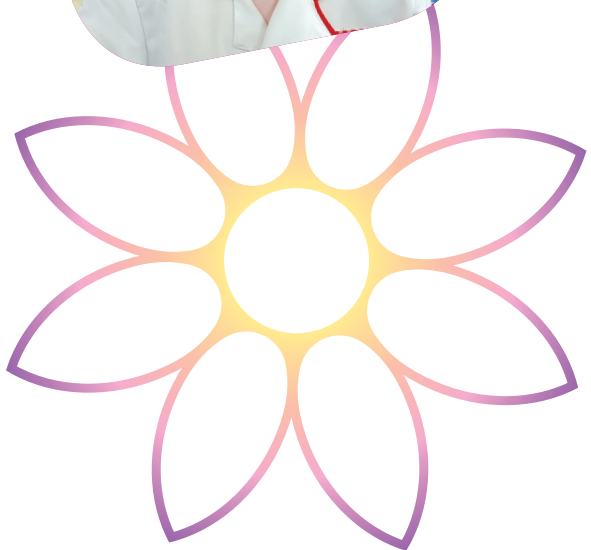
All the weekly seniors' activities were led, planned and delivered by volunteer seniors. A variety of free activities run on every Tuesday and Thursday delivered in-person at the downtown centre and through Zoom.



## 兒童夏令營

**75 children participated**

2021 was a unique year for our Children's Summer Camps due to the continued presence of COVID-19 pandemic. While there were some changes, Campers between the ages of six and eleven years old were still able to safely participate in many diverse activities ranging from science experiments to outdoor sports. Camp continued to provide opportunities for children to try new things, improve their leadership skills, learn age-appropriate social skills and work towards being independent.





# ASSIST

Community Services Centre

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## Southwest Office

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## LINC Office

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780.429.3112

[assistcsc.org](http://assistcsc.org) follow us on Facebook

## ASSIST gratefully acknowledges our 2021 funders:

Immigration, Refugees  
& Citizenship Canada

Employment & Social Development  
Canada- New Horizons for Seniors  
Program & Canada Summer Jobs Program

Alberta Children's Services  
(Edmonton Region)

Alberta Justice  
& Solicitor General

Alberta Health Services

The City of Edmonton  
Family & Community Support Services

ECALA

Thank you to the generous and continued support from the Chinese Community Organizations and Friends of ASSIST—  
we have received \$38,883 through fundraising and donations in 2021.