

# ASSIST

COMMUNITY SERVICES CENTRE



Here for  
our people.



## Our Vision

Bridging People and Communities

## Our Mission

To enhance the lives of individuals and families through quality programs and services

## Our Core Values

### Accountability

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

### Growth

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

### Respect

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

### Inclusion

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.

### Integrity

We act honestly and are guided by professional ethics.

### Service

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

# An unwavering commitment to bridging people and communities



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



ASSIST has seen much change over the last year as we continue to adapt to our changing environment. We have continued to deliver our services while maintaining the safety of our clients and staff. A hybrid model has been embraced for services and staff.

Accreditation has remained a key focus throughout 2021 for the Board. A facilitated strategic planning session at the start of the 2021 Board term helped review and re-focus on organizational priorities. Along with accreditation, the Board has continued to strengthen and define the roles in the committees defined in 2020. These include: Executive, Finance, HR, Building, Community Outreach/Fundraising, Governance and Accreditation. Through this, our hope is that the Board will be able to better lead ASSIST, especially with key strategic goals we have identified, including: further diversifying revenue; further developing policies and practices that build capacity, diversity, and inclusion; and raising the overall organization profile of ASSIST. While the results from the ongoing efforts may not be fully realized yet, we are seeing positive changes taking hold already.

While we had anticipated a difficult year in our budget, through the support of our funders, donors, volunteers, staff, board members and friends, ASSIST has confronted this well. While the road ahead may remain challenging, ASSIST will continue to be the bridge between people and communities, I am optimistic for the future. The support ASSIST receives from the community is beyond remarkable.

## Board of Directors 2021-2022

### Executive

**Kevin Dons**  
President

**John Yee**  
Treasurer

**Games Choy**  
Vice President

**Angelica Loo**  
Secretary

### Directors

**William Lau**

**Gloria Gao**

**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>



# Holding on to hope and belief in our bright future

## *Message from Fion Lee Executive Director*



Although Covid-19 is now become endemic, the ongoing prevalence of the virus throughout 2021-2022, made for a challenging year, particularly for the community and individuals we served.

Personally, it was a very tough year for me due to the loss of my husband to his battle with cancer. Nevertheless, I was extremely grateful for the CARE and support I received from the Board and my colleagues. The CARE we in turn poured out for the individuals

we serve were also reasons for gratitude and hope, especially during such an extraordinary time in our history.

In the past year, we continued to prove that we CARE, we are robust and resilient. With the rapid, ever changing Covid restrictions, we have continued to learn and adapt to a hybrid service delivery model offering options of accessing services both online and in-person. As a matter of fact, since the onset of COVID and even during the peak of it, we never stopped offering in-person support. We understood that this was the only way to meet the needs of some individuals. In addition, although we continue to face funding gaps to provide support and services to naturalized citizens with significant language and cultural barriers, we dare not ignore their need. 70% of the naturalized citizens we serve are Chinese seniors and we fundraised and poured out our own funds to continue supporting them.

*The “Pollyanna Principle” comes from Eleanor Porter’s children’s book “Pollyanna”. The main character is committed to finding at least one positive thing in every situation- no matter how sad or upsetting.*

In spite of the unprecedented challenges posed by the pandemic, ASSIST has begun the process of becoming accredited through the Canadian Accreditation Council. This is a lengthy and intensive process requiring considerable amount of time and effort from all levels of the organization. Although being accredited may not result in funding increases or even a guarantee of funding, providing reassurance to our clients that they will be getting the best possible programs and services from us is reason enough - because we care for them.

The end of the pandemic may finally be within sight. We will continue to remain client centred and flexible, leaning on the “Pollyanna Principle”\* to place greater emphasis on the positive, be optimistic and forward thinking. We are also motivated to grow and emerge stronger from the pandemic. This is only made possible because of the vigorous support and contributions from our funders, donors, Board of Directors, staff, volunteers and friends of ASSIST. We are indebted to you more than words can say.

# Here for o

## Grateful for our volunteers

Volunteers play an integral role in caring for our clients. They help run a wide variety of programming for youths, adults, and seniors. Volunteers like Claire Song, Cherney Choi, and Jiyeon Seo help run different T.A.N.G. programs including afterschool drop-in tutoring and summer camps. On the settlement side, volunteers like Junyu Liu help with interpretation for clients and Zoey Siu helped run our free tax clinic that filed over 500 hundred 2020 tax returns last year. For our seniors, we had volunteers like Yuk Shan Wu who ran karaoke events as well preparing meals and treats to help celebrate special events and festivals. Ryan Park teaches guitar to fellow seniors, volunteering both his time and expertise. All these volunteers were recognized in February with the outstanding volunteer award. These awards are given to individuals that have been recognized by staff and clients alike at ASSIST for their

contributions. Volunteering is a selfless task and one that often goes unrecognized. At ASSIST, we want our volunteers to know just how valued they are and that we care.

## Honoured to serve our seniors

ASSIST cares deeply for the seniors in our community and helps facilitate a variety of programming for Chinese seniors. These programs are entirely funded through fundraising efforts. The largest event is the annual ASSIST Walk & Run, which returned after a year-long hiatus in September 2021. This programming helps to address a real service gap for seniors. Services span a wide gamut including art lessons like pencil sketching and Chinese calligraphy; sports and exercises including Tai Chi, line dancing, and ping-pong; musical lessons and activities like singing English folk songs, beginner and intermediate guitar lessons, and Karaoke; technology lessons for laptops and iPads; and other social programs like cooking classes and mah-jong. These programs are so successful because seniors themselves volunteer to run them. This allows the community we're trying to serve to dictate what they want and need.



# ur people

## Focussed on our clients

In wanting to continue caring for our clients and their various needs throughout the ongoing pandemic, attentiveness in providing flexible options to access services in all aspects of our agency was required. For our settlement service, clients are able to access services during the day, in-person, online, and even through What's App, Viber, and WeChat. Students in the LINC program are able to attend classes in the mornings, afternoons, and evenings, both in-person and online. Our online classes have allowed an entirely new set of students to continue their learning despite their busy schedules. Online activities and classes are designed to allow students to work using their phones, tablets, or computers. We even secured access to computers that we were able to give to those students without access to a computer at home. Youth in the T.A.N.G. program were not only able to attend summer camps, but could also drop in after school for tutoring.

## Caring for our staff

Sometimes it's the smallest gestures that have the largest impact. For each of our staff members' birthdays, we send out a gift card and happy birthday message. The staff reflected on how meaningful these little messages are. It's a reminder that ASSIST remembers and looks out for each and every one of the staff. Every Christmas, ASSIST holds a Christmas luncheon with gifts for everyone. It's a beautiful time to come together and celebrate another year of hard work. Then, on Lunar New Year, the staff all receive red envelopes to celebrate. This year, we tried our first wellness day where staff were able to participate in a variety of activities including Zumba, yoga, watercolour painting, cooking, and more. These gestures go above and beyond what many expect from their employer and help to create a strong sense of community amongst the staff. This sense of community helps the staff to collaborate and fosters a culture of giving and sharing which helps to ease all of our workloads.



## Settlement Program

**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.

## Informal English Program for Adults

**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.

## LINC Program

*Language Instruction for  
Newcomers to Canada*

**603 students**

**10 online classes**

**2 in-person classes**

**4 blended classes**

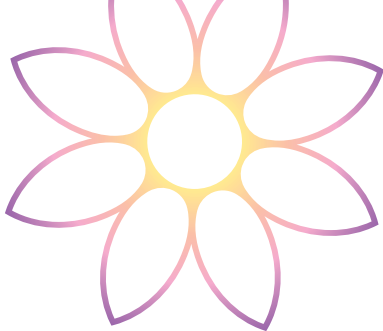
**223 CLB certificates  
for promoted students**

**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.







## T.A.N.G Youth Program

*Towards A New Generation*

**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.

## Volunteer Program

**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.



## Multicultural Parent Education Program

**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.



## Smart Choices Program *Recognizing Problem Gambling*

**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.

## Responding to Family Violence Program

**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. ”



## Supporting Naturalized Citizens and Chinese Seniors

**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.

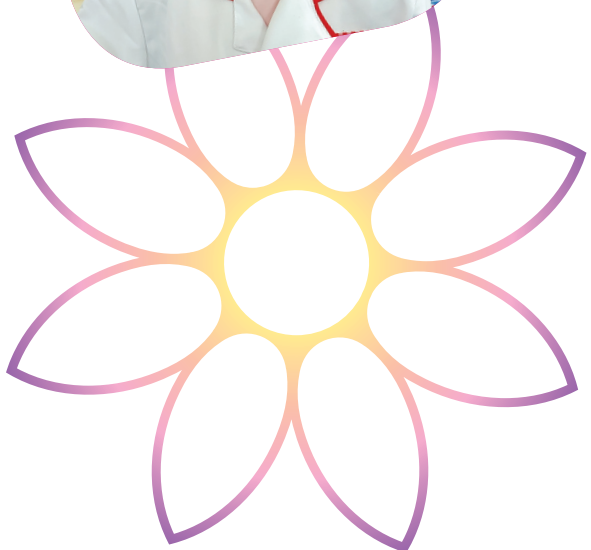
All the weekly seniors' activities were led, planned and delivered by volunteer seniors. A variety of free activities run on every Tuesday and Thursday delivered in-person at the downtown centre and through Zoom.



## Children's Summer Camp

**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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[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.