

Chinese Edition
Annual Report 2022 | 2023

ASSIST

Community Services Centre



持續發展及進步

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



在過去一年ASSIST經歷了重大變化，以適應周圍不斷變化的環境，同時保持對多元化、公平和包容的承諾。以促進客人公平地獲取我們的服務，ASSIST提供的服務模式和員工工作模式採用了混合模式，並為我們今後的發展做好準備。

董事會一直在積極優先考慮進行優質服務認證，並採用策略方法來規範及審查我们的工作以提升在中心實施包容文化。同時我們亦加強了委員會的政策，以確保我們的決策過程具有包容性和公平性。

ASSIST 重視員工和義工，我們所有的成功都基於在他們的辛勤工作和奉獻之上。我們提倡積極而相互支持的工作環境，培養大家的社區感和歸屬感。同時實施了定期員工表揚計劃，投資於員工培訓和發展，促進工作與生活的平衡和團隊的身心健康。董事會和領導團隊感謝員工和義工一直以來的奉獻，他們總是不遺餘力地滿足新移民的需求。

為了成功領導 ASSIST，我們更專注於關鍵戰略目標（例如使收入來源多樣化、增強多元化社區能力、促進包容性和提升組織形象）。我們仍然致力於支持社區成員，並實現成為認證機構的目標。我們相信，通過我們成長和發展所作的努力，將能更好地為社區提供高質量的服務。

雖然這些努力的成果尚未完全實現，從社區對中心的支持，使我們已經看到了積極正面的變化。ASSIST將持續致力於成☑人與社區之間的橋樑，並在追求目標的過程中不斷發展及成長。



ASSIST Board of Directors 2022-2023

Executive

Kevin Dons President
Games Choy Vice President
John Yee Treasurer
Angelica Loo Secretary

Directors

William Lau	Samuel Tam	Nancy Tran
Peter Wong	Shantanu Tonu Mitra	Raymond Luu
Wing Choy	Gloria Gao	Allan Mah

Statement of Operations

For the Year Ended December 31, 2022

	2022	2021
Revenue		
Grants and funding (schedule 1)	\$3,723,974	\$3,169,315
Book sales and other	\$78,192	\$126,336
Casino	\$55,493	\$47,986
Donations and others	\$15,285	\$22,689
Tuition and activity fees	\$32,209	\$19,463
Fundraising	\$24,877	\$16,194
Interest	\$5,676	\$7,692
Memberships	\$480	\$1,065
Total revenue	\$3,936,186	\$3,410,740
Operating expenses		
Payroll expenses	\$3,041,360	\$2,627,578
Space rent	\$389,276	\$379,207
Office expenses	\$116,816	\$76,291
Telephone, utilities and wastage	\$133,770	\$116,133
Program activities and expenses	\$109,656	\$101,232
Amortization of tangible assets	\$38,213	\$38,235
Insurance	\$25,057	\$21,867
Renovation-operation	\$2,921	\$10,057
Accounting, audit and professional fee	\$11,225	\$14,727
Repairs and maintenance	\$20,313	\$5,180
Advertising and promotion	\$3,401	\$4,743
Fundraising and donation expenses	\$3,355	\$2,046
Property taxes	\$100	\$72
Reserve expenses	\$25,000	\$0
Total operating expenses	\$3,920,463	\$3,397,368
Excess (shortfall) of revenue over expenses	\$15,723	\$13,372

行政總監報告

Message from Fion Lee, Executive Director



與其他事物一樣，春天可能有一些你喜歡的東西，也有一些你不喜歡的東西。每年我都喜歡種植多年生植物，欣賞開滿鮮花的後院。不用說，我不喜歡在春季時前後院大掃除的工作，及春季過敏症對我眼睛帶來的刺激。然而，一分耕耘，一分收穫。如果要繼續向前發展，就必須努力工作才能獲得回報。在 ASSIST，當我們回顧過去一年所取得的成就時，同時亦在慶祝又一年的成功。

現在 COVID-19 疫情已在尾聲，我們從過去三年中吸取了良好的經驗，特別是在促進員工身心健康和增新獲取我們服務的途徑。這使我們在工作方式上進行了更持久的改變。現在我們採用了混合工作模式，員工可部分時間在家及辦公室工作，此實行有效地促進員工工作與生活的平衡，並提高工作效率。我們一直都重視員工的身心靈健康，並努力創造一個更健康的工作場所，兼彼靈活性、尊重對方和互相支持。

混合服務模式能夠為客戶提供更便利的服務，客戶可以選擇到中心獲取服務或在網上與員工會談。☑了滿足學生不同的學習需求和能力，LINC 繼續為學生提供四種授課模式：面對面授課、在線授課、混合授課模式（面對面和在線連續授課）和混合彈性授課模式（面對面和在線同時授課）。我們不僅在技術方面取得了學習和成長（例如學習和使用不同的在線平台及 OneDrive），還支持客戶和學生參加學習使用電腦，上網知識、技巧及使用網上不同平台。

此外，通過 LINC 學生、員工和義工的共同努力，我們很榮幸地在 2022 年 7 月舉辦了第一屆 ASSIST Taste of Heritage 傳統文化節。在許多 LINC 學生和他們家人的幫助下，向參加者展示了各種令人驚嘆的美食以及 17 個不同國家的傳統服裝。

所謂種瓜得瓜，種豆得豆。在 ASSIST，我們正在積極為中心播下關愛、尊重、包容和公平的種子。我們為獲得服務優質認證所做的不懈努力，為中心提供了良好的土壤和養分，使我們成☑一個蓬勃發展的服務機構。通過這 15 個月的努力工作，我們希望能在 2023 年 9 月成功獲得認證。這些努力都離不開我們引以為豪的董事會成員及員工的堅持和奉獻。同時，我們也感謝政府的撥款，捐贈者、和各界人士的衷心支持。

**成功不是終點，失敗也并非終結，
唯有前進的勇氣長存。**

溫斯頓·丘吉爾



持續發

感激員工付出 與奉獻

我們擁有令人驕傲及各種技能的團隊成員，他們盡最大努力為新移民提供服務。他們竭盡全力滿足客戶的需求，甚至更改服務時間，在晚上或和周末為客戶提供服務。LINC在線教師會錄製輔助視頻，指導學生完成複雜的課後作業。負責托兒的員工為孩子們帶來多種語言書籍，以幫助幼兒了解不同國家的文化。員工在策劃及活動時都是盡量去明白及滿足客戶的需求，這不僅表明他們樂於幫助每一位客戶，還表明他們專注於以客戶為中心。我們的員工認識到他們的局限性，充分利用每一個機會學習提高服務技能，並渴望抓住每一個機會學習，如專業講座、學習研討會和向其他部門同事學習。



增強包容的 文化

為創建一個包容的工作環境，我們希望建立一種沒有等級制度的文化，同時專注於彼此之間的關係。這對員工和客戶來說，將以各種方式表現出來。為員工營建一個安全空間可坦然分享他們的想法，鼓勵員工實踐工作與生活的平衡和專業發展。我們通過在家辦公、調整工作時間、身心健康日活動和每一年的聖誕慶祝，來促進員工的健康。同時還與客戶一起實踐這些信念，讓他們感到受歡迎，重視他們的背景和生活經歷，為他們提供優質服務時優先考慮他們的需要及難處。如在我們的學校設有私人禱告空間、在托兒中心工作的員工刻意為不同國籍的孩子們慶祝他們節日，並與員工、學生和社區成員一起慶祝ASSIS Taste of Heritage 傳統文化節。我們希望創建一個空間，讓每個人都感受到被接納包容及支持。



HIGHLIGHTS 2022 | 2023

展及進步

增加新服務以填補不斷變化的需求

我們熟悉客戶的需求，並剪裁服務模式以滿足這些需求。我們會對所有客戶進行全面的需求評估，並根據客戶的能力、強項及限制與他們一起制定服務計劃。面對他們不同的需要推動了我們不斷籌劃新的活動。為了支持在等待進入正式LINC課程時學生可以繼續學習（等候時間由幾個月到一年不等），我們啟動了一項新計劃，為等候名單上的學生提供短期的Pre LINC課程，這是一個向學生介紹PBLA框架的過度課程，幫助他們學習數碼、上網技能、基本語法和一些軟技能（如社交禮儀和網絡禮儀）。我們對客戶的評估和承諾有助於為客戶申請新項目，如烏克蘭客戶特殊就業準備計劃、提升小鎮僱主對多元和包容文化服務。我們還不斷將我們的親子教育課程擴展到有需要的不同族裔社區。每年我們都找緊適當的機會提交撥款申請以助發展新的服務，幫助有需要的客人

為追求卓悅奠 定基礎

未來是不可預測的，不受我們的控制。然而，當我們為未來做好準備時，面對不可預知的事情就不會容易讓感到不知所措。我們現正為未來建立一個更

穩健的基礎，這就是於9月獲得加拿大認證委員會的正式認證。我們正在努力撰寫及修改一切的政策以便提升領袖團體功能，促進服務提供的一致性，制定新流程，並在機構的各個層面具體實施。雖然我們堅信一直以正確的方式做事，但認證為我們提供了國家認可，以達到更卓越的服務水準。我們相信：“卓越從來都不是偶然，它是高度的意願、真誠的努力、明智的指導、熟練的執行以及視障礙為機遇的遠見的結果。”—— Aristotle亞里士多德

移民安頓服務

2114 newcomers | 4117 services
Complex Cases 113 | 446 services

The Settlement Program has been serving diverse newcomer population through in-person and virtual on-on-one support sessions and conducted over 20 group information sessions. The team has primarily supported with major needs; such as, income support, housing, employment, physical and mental health challenges, and community connections. Over the years, newcomers' needs have become more complex due to the nature of multiple barriers requiring on-going long-term support though case management and help client achieve attainable goals. Despite of their complex challenges, our settlement team members have worked diligently to support newcomers in their successful integration in Canadian.

明智的選擇 - 認識病態賭博

223 children | 102 adults
16 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.

新移民語言學習

1054 students
 including returning & promoted students

11 online & 3 in-person classes
6 blended classes

250 CLB certificates (promoted students)

365 CLB certificates (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.

提升小鎮雇主多元及包容文化計劃

31 participants
1 in-person session | 4 online sessions

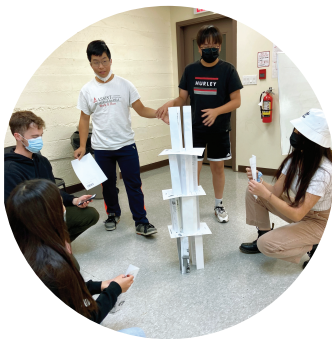
In partnership with Rural Development Network (RDN), and Lethbridge Family Services (LFS), the three organizations are spearheading a capacity-building project that supports employers in rural communities in the attraction, retention and integration of immigrants and refugees into rural workforces by implementing more diverse hiring practices to increase awareness of diversity and Inclusion in the rural communities.

Initially an onboarding session was conducted followed by 4 online webinar sessions and one in-person session. A total of 31 participants attended the webinar sessions. Three more webinars will be hosted by the end of June 2023.

活力先鋒隊青少年社區計劃

183 youth | 7 unique programs.

The TANG 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 of 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 camps, Winter Break camp, Summer camp and school partnership



多元文化親子教育項目

400 parents & caregivers

1150 children impacted

24 programs delivered

2100+ 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 eight ethnic groups including: Korean, Chinese, Arabic, Pakistani, Eritrean, Oromo, Amharic, Tigrinya Communities with ongoing support to assist these families across Canada.



兒童夏令營

116 children participated

The 2022 Children's Summer Camps delivered eight weeks of affordable and high quality programming to children from all around Edmonton. Safety measures were still in place to ensure the health of children and staff and everyone walked away with many wonderful memories. Campers between the ages of six and eleven years old participated in many diverse activities ranging from science experiments to outdoor sports. Camps continued to provide opportunities for children to try new things, improve their leadership skills, learn age-appropriate social skills and work towards being independent.

家庭暴力受害人支援服務

79 clients | 36 Service providers

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 offered in English, Mandarin and Cantonese 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 36 service providers through case consultation, collaboration meetings and referral of clients.

成人日常英語學習

日常英語基礎班

71 Learners Total

3 sessions Level 1 | 1 session Level 2

The program offers practical weekly English classes that aim to help newcomers develop their language and social surviving skills. It is specifically designed for English learners with little or no prior knowledge of English and want to enhance their listening and conversation abilities. The program provides flexible and friendly learning environment and encourage students to practice what they've learned in small group settings. The goal is to help students build confidence and motivation to learn and apply English in their daily life. By the end of the program, learners will have a solid understanding of basic English grammar, everyday vocabulary and the ability to engage in simple daily conversation.

數碼素養培訓

72 Learners Total

3 sessions Basic Digital Literacy

3 sessions Intermediate Digital Literacy

The Digital Literacy class is designed as an instruction to aid English language learners to overcome digital literacy barriers. The course will help learners to understand and use digital systems, tools, applications and online platforms more proficiently, learning netiquette, and to protect themselves from cybercrime.

公民和華人長者服務

762 clients | 1508 services
one-on-one support

167 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.



烏克蘭就業支援

128 individuals supported
2 rounds of workshops | 11 participants

This short-term project is designated to support Ukrainian Nationals over a seven-and-a-half-month period from November 21, 2022, to June 30, 2023. The project included services like; resume and cover letter writing, interview preparation, mock interviews, job search, increase knowledge on Canadian work culture and professionalism.

In last 6 months, the program has completed 2 rounds of employment related workshops for 11 participants and provided one-to-one employment support to 28 clients.

義工參與

161 volunteers | 5808.26 hours

Volunteers are a vital part of making ASSIST a friendly and supportive place for newcomers and immigrants. The volunteer program went back to full swing after all COVID 19 safety restrictions were lifted. We had 161 volunteers contributed close to 6000 volunteer hours that set a new record for the most volunteer hours we have never had.





ASSIST

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assistcsc.org follow us on Facebook

2022-2023 FUNDERS

Immigration, Refugees & Citizenship Canada

Employment & Social Development Canada

New Horizons for Seniors
Program and Canada
Summer Jobs Program

Alberta Association of Immigrant Serving Agencies

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 \$40,162 fundraising and donations in 2022.