


Chinese Version



ASSIST Community Services Centre

Annual Report 2019 | 2020

*Evolving
for the future*



華人社區服務中心為政府資助的非牟利及慈善機構，成立於1977年。為移民在埃德蒙頓提供適合他們需要的多元化服務。

中心的願景

聯繫社群與社區的橋樑

中心的使命

通過優質服務和活動，提高個人和家庭之生活質量。

我們為不同年齡、語言和文化背景的移民提供多元化服務項目，以促進移民的健康優質生活。

Message from Games Choy, President, Board of Directors

主席心聲



2020年是近年来最具挑战性的一年。年初由于大量削减预算，华人社区社区服务中心面临裁员的问题。随即三月新冠疫情爆发，我们主要的服务项目改为网上运行。未来几年可能仍会像我们目前的情况一样不确定，但我衷心希望不会。我很高兴地向告诉大家，尽管出现了这些新的逆境，但ASSIST迅速做出了反应和调整，采取了战略性的精简行动。我们的员工，志愿者和理事会成员众志成城，坚信我们有能力继续为新移民和加拿大人提供优质的服务，只要耐心和坚持，我们定会拥有光明的未来。理事会非常感谢ASSIST的员工，志愿者和资助者在这段特殊时期对人类和社会的巨大支持和贡献。

蔡耀华主席

理事會成員

Games Choy President

Allan Kwan Vice President

John Yee Secretary

Backe Thai Treasurer

William Lau Volunteer

Peter Wong
Volunteer
| Accreditation

Samuel Tam
Human Resources
| Accreditation

Wing Choy Fundraising

Nathan Ip Membership

Kevin Dons Public Relations

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Collin Wong
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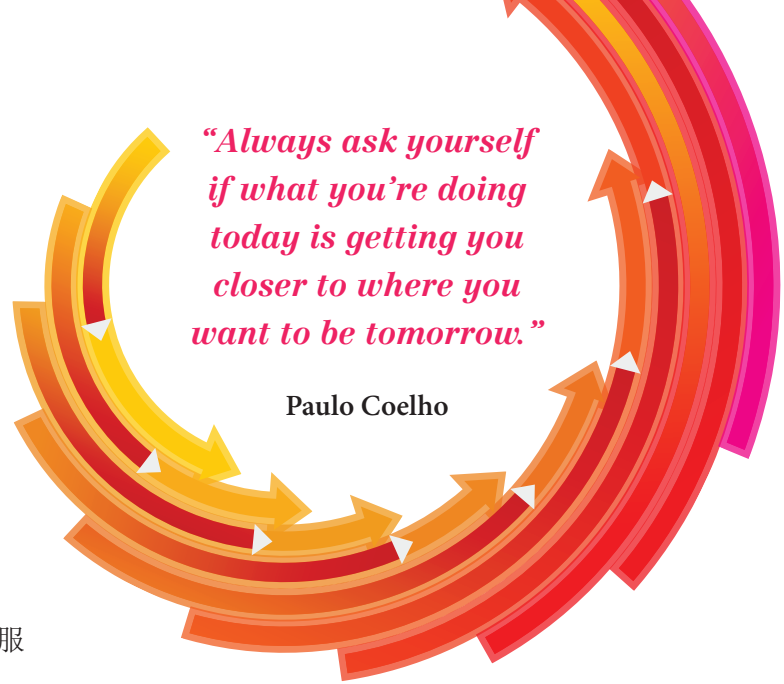
Sarah Chan
Honorary Chair
Fundraising Committee

Message from Fion Lee Executive Director

行政總監報告



尽管我们需要面对所有挑战，但2019-2020年仍是取得成就的一年。财政部长曾经警告过，“繁荣时期不会很快回到该省”。当省政府在2019年10月宣布预算时，资金削减是25年来最艰难的一次。随着艾伯塔省经济下滑和就业机会减少，选择在这里定居的移民人数也减少，新移民登陆的数量持续减少。最终艾伯塔省的移民安顿服务承受了联邦政府削减数百万资金的结果。像许多非营利组织一样，ASSIST严重依赖政府资金。我们经过数月的担心和艰难等待，最终削减资金不可避免。我们不仅要在2020年2月-3月裁员，还要考虑对我们的服务项目做永久的改变。幸运的是，在董事会的大力支持和工作人员的努力下，我们迅速进行了结构调整，包括人员的重新配置以及制定新政策以支持变更。我们的服务项目能够顺利运行，以满足我们服务的移民家庭的需求。我们为自己的强烈愿望和韧性感到自豪，这不仅是为了生存，而且是作为一个机构不断变革和成长。我们将不断发展，增强能力，应对未来的挑战。过去的一年中我们一直在努力改进我们的志愿者计划，包括志愿者的招募，培训，支持，评估和表彰。我们致力于确保员工，客户和社区的安全和有包容性的工作环境，我们将继续审查和修订内部政策，增强董事会和员工招聘的公正，加强骚扰和歧视管理，以及获得服务



*“Always ask yourself
if what you’re doing
today is getting you
closer to where you
want to be tomorrow.”*

Paulo Coelho

的平等。我们大多数员工都接受了隐性偏见、心理健康急救、反种族主义和全面运动的培训/学习，以及了解加拿大土著人民的历史。我们还参加了与加拿大认证协会的多次协商和讨论，以了解成为认证机构的过程，并服务项目被正式承认符合既定的卓越标准。理事会已批准内部资金以支持计划于2020年初开始的该项目，不幸的是，由于无法预测的疫情爆发，这一计划被推迟，但我们将继续朝这个方向努力。毫无疑问，新冠疫情改变了一切，并将继续影响着我们的思路，我们正努力为我们所服务的人们提供最安全的环境。感谢你们所有人，没有我们的资助者，捐赠者，理事会成员，员工，志愿者，家人和朋友的支持，这一切都无法实现。

李素芳

員工的心聲

作為一個大型的非牟利機構，ASSIST為社區提供了多元化的服務，服務範圍包括了四大部分：移民安頓、成人英語教育、耆英活動、家庭及青少年活動。在過去的一年中，ASSIST的每位員工都具有勇於挑戰自我、無私奉獻的精神。

舉例來說，移民安頓部以多種服務方式幫助新移民在加拿大安居就業。閱讀大量的資料來瞭解一個城市可能會讓客人感到不切實際或不堪重負，因此ASSIST決定開辦新移民埃德蒙頓市中心游覽活動，通過帶著客人在市中心走一走的方式，讓新移民親歷政府不同的服務機構以及可以提供的各種服務。移民安頓輔導員Mei記得曾經詢問客人是否知道加拿大服務部的所在地，客人說“當然！我在市中心游覽活動中看到了它，我已經知道它在哪裏！”

在成人英語學校，我們通過新移民英語課程幫助學生更好地融入本地文化和新生活。LINC員工一直在努力為他們的學生尋找新穎有趣的活動，包括和加拿大公園管理局合作在冬季學習體驗雪鞋行走，在夏季學習如何露營，並獨自搭建帳篷！

家庭項目中的親子教育活動，從服務一個社區擴展到現在服務于四個多元文化社區。通過不斷的提高，他們舉辦了一系列的親子教育專題講座，以幫助新移民瞭解更多關於健康養育子女的知識，特別是還有以父親為參加對象的活動，更是受到參加者的歡迎。通過這些活動，新移民更好地理解了青少年成長中面臨的責任和挑戰，學習了如何與孩子建立更牢固的關係。TANG青少年項目則為青少年提供了全方位的幫助，讓青少年移民可以擺脫困境。許多年輕人從一開始的害羞、不願參加活動，到最終發現自己的潛能，並對社區和家庭有了新的認識。

“ASSIST responded to the changes, such as the major budget cuts, in a very caring and empathetic manner. The decisions were taken in a careful way to minimize the negative impact on staff as much as possible.”

SARAH,
LINC INSTRUCTOR




ASSIST的發展不僅體現在各個項目和活動中，新數據軟件iStedy的實施和運用更是將ASSIST的文檔完全數字化。儘管這是一個艱巨的工作，涉及各個服務部門的合作，但是每一位員工都認真學習，通過努力已使該軟件能夠正常準確地運轉。新軟件具有標準化和簡化的功能，這樣可以使員工將更多的精力集中在為客戶提供更好的服務上。

總體而言，ASSIST的員工不會滿足于目前的成就，他們正以積極的態度迎接各種變化和挑戰，儘其所能地幫助客人提高生活質量和語言水平從而融入加拿大的主流社會。

“I get to see the continuous progress my students make. It is amazing to watch their skills improve from when they join the class to the sad (but joyous) moment when they move to the next level.”

JACKIE
LINC INSTRUCTOR



“At ASSIST, there is a resiliency and coming together of the team to rally together when needed - and face all challenges.”

A story of two grateful clients

客人的故事

當我問Mari Nasser最近感覺如何時，她笑道：“我現在正和你聊著天，並且能聽懂你所有的問題！毫無疑問，現在的我比起之前有了很大的進步！” Mari口中的“之前”是指她初到加拿大的時候。敘利亞內戰爆發后，Mari在加拿大擔保人的幫助下，離開了她位於大馬士革的家，于2017年9月19日帶著欠佳的英語水平和一份能夠為她的家庭找到一個安穩新家的希望，來到了加拿大。

對於任何人而言，在一個全新文化的國度裏適應起來絕非易事。加拿大對於Mari來說亦是如此。回憶起剛來到加拿大的時候，由於不懂英語，不懂加拿大的文化，Mari曾經一度陷入迷茫。為了使Mari一家更快地融入加拿大社會，擔保人幫Mari和她的家人在ASSIST報名注冊了LINC語言課程。談到學習，Mari興奮地給出了她進步神速的秘訣，那便是“孜孜不倦，勤奮努力”！在學習期間Mari見證了很多同學從ASSIST的語言學校畢業後找到了很好的工作，因此Mari也強烈推薦其他有語言需求的人來參加ASSIST的LINC語言課程，如Mari所說：“ASSIST像家一般地給與我非常多的幫助。”在ASSIST的LINC語言課程中，Mari最初被安排在CLB 3的班級，通過自己的不斷努力，現在她已經成功晉級到了CLB 6水平的班級。在她的學習之路上，Mari掌握了很多可以使她融入加拿大社會的技能。Mari回憶起在之前的生活中，由於不懂英語，醫生的電話留言總是會帶給她不少麻煩。有時候即使聽懂了醫生的留言，回電時該怎麼說又成了一個難題。但是現在，受益於LINC語言課程的Mari已經可以毫無障礙的查收留言和回電了。Mari接著說道：“我現在比家裏其他人懂得都要多，每次收到政府信件的時候都是由我來讀解給他們聽。”Mari稍作停頓，隨後大笑著說：“所有事情我都可以做——現在我是家裏的負責人！”



“如果要讓我來寫一首歌，那一定是關於Sophia的。” Thilal Hassan Elbana Hamed 誠懇地說道。隨後Thilal又形容：“Sophia就是我的福星！” 2019年8月24日，Thilal逃離蘇丹，通過美國邊境抵達了加拿大。出於對女兒們安全的擔心，她獨自一人將她的四口之家帶到了加拿大。當被問及她當時對來到加拿大抱有什麼憧憬時，Thilal停頓思考了一下，說著：“坦白來說，我什麼都沒有考慮。我只是想把我的家人帶到一個安全的地方。” 那時對Thilal來說，憧憬與夢想是她無暇顧及的，只有安全才是重中之重。Thilal隨後說：“加拿大很安全，但是卻掩蓋不了這種陌生環境所帶來的孤獨感。”

幸運的是，Thilal通過朋友的推薦，來到了ASSIST尋求幫助。幫助Thilal的人正是Sophia。Thilal覺得Sophia如同一個會在她身後不斷為她加油打氣的姐妹一樣。Sophia還為Thilal申請到了兒童補助津貼。Thilal然後說道：“我的孩子之前看到的是一個常常淒然淚下的我，但是現在他們看到的卻是一個堅強不屈的母親，我和我的孩子們正在一起變得強大。” 此時就Thilal而言，是時候對新生活展開憧憬了——她開始再次夢想成爲一名獸醫。Thilal說：“雖然我們已是成人，但我們仍需朋友，仍需幫助。當我悲傷哭泣時，是Sophia在一直告訴我不要放棄。我們要一起不斷前進，不斷進步，不斷奮鬥。” 如今的Thilal已不再心慌意亂。她最後說道：“曾經的我是一個在陌生地方感到絕望且害怕的女人，但是現在我明白這並不是終點，因為我得到了幫助。我會一直勇往直前的。”



中心項目及服務

家庭育兒項目

**101 families including
127 adults and 98 children
participated in 23 sessions**

This program offers parenting and child development education to parents and caregivers (often grandparents) of children under the age of 6 years. This 15-hour program covers topics including: body, mind, behaviour, safety, and available parent and community resources. This outreach program is delivered in Mandarin and Cantonese off-site, in different locations around the city. Building on our success, ASSIST will expand this program to serve families beyond the Chinese community— and it will be renamed the Multicultural Parent Education Program in April 2020.

With my wife being a new immigrant to Canada, this program has given her new learnings and an opportunity to adapt to a new environment.

Meeting new parents and engaging in group conversations assists her in becoming better role model for our children.

WILLIAM LE, NOV, 2019

活力先鋒隊青少年社區計劃

213 youth participated in:

- Personal Growth sessions
- Homework Help
- Afterschool Drop-Ins
- Spring Break, Winter Break, and Summer Camps
- School partnerships with:
H.E. Beriault Junior High
Father Michael Troy School

This program supports the physical, social, and mental well-being of youth by promoting positive attitudes, constructive skills, and supportive relationships as a strategy for making safe and healthy choices. Interactive group activities include opportunities for personal development, positive relationship building, and community involvement.

To be honest, I used to be really shy and timid, but I truly feel TANG has helped me by encouraging me to try my best in everything I do.

YOUTH PARTICIPANT



家庭導讀及成人學習項目

144 adults and 72 children attended 18 sessions of Raising Children Through Songs & Stories and 6 sessions of Learning English Through Kitchen Fun



In your program we learned new English vocabulary about cooking and food. Attending your program has helped improve our cooking skill and our family life quality. You were very patient and meticulous.

This two-part program includes: Raising Children Through Songs and Stories (RC), and Learning English Through Kitchen Fun Activities (ADL). The RC program helps adults learn English, and enhances the literacy skills of parents or caregivers through songs, reading stories, crafts and games. The ADL program helps participants learn English through reading recipes and cooking. Food safety and healthy eating are also introduced in the class.



明智的抉擇— 認識病態賭博

557 children and 112 adults participated in 22 presentations

This program helps children in grades one to twelve understand the impacts of problem gambling, and teaches them how to avoid becoming a problem gambler. Content is provided in a variety of media including: drama presentation and games, workshops, and display boards.

中心項目及服務

義工參予

276 active volunteers
7,263 volunteer hours

ASSIST provides an opportunity for individuals to learn, grow and develop their own skills by volunteering with us. Our dedicated volunteers help newcomers adjust to life in Canada, and to become engaged community members. As part of this program, each year we recognize outstanding volunteers through an official process using specific criteria.

Ten Outstanding Volunteers



Andrew Hui	
Bong Chin	Mirea Lee
David Yi	Shelby Ries
Elena Stolypina	Stephanie Hepas
Fuyan Ma	Xiaoyan Yang
Jordan Ho	

Being a volunteer at the front desk in the downtown office has been a learning experience for me. I am learning the Canadian work environment even within the Chinese culture. I've even learned a few things in Mandarin, and I've been able to share some of my culture with others.

TOBI ADEBOGUN

新移民語言學習

695 students (including 141 refugees) 121 clients achieved the language requirement to apply for citizenship

This English language program is funded by Immigration, Refugees and Citizenship Canada, and is open to adult permanent residents and refugees. Students learn practical, useful English for life in Canada at no cost. Some of the themes covered are health, employment, education, community services, housing, and shopping. Students come from all over the world, and can study with us for months or years as they choose to complete language levels one through six.

移民安頓服務

Over 3100 newcomers served

Although Employment services ended in 2020 due to funding cuts, this critical program continues to offer comprehensive settlement support to newcomers, facilitating their settlement and integration in Canada. Through one-on-one counselling and group sessions, we provide information and referrals on settlement needs including housing, government programs, legal, health, education and much more.

華人移民長者服務

1903 services provided to 1169 clients

This program which ended in September 2020, provided support for newcomers in accessing mainstream services such as Old Age Security, Canada Pension Plan, Employment Insurance, Income Supports and health care. Assistance was provided in-person, by phone, email, and in information

workshops. We helped clients understand and complete forms, and provided interpretation, translation, and referral services. This in-demand program was supported strongly by volunteers that we recruited and trained. We also partnered with other senior-serving agencies including: SAGE, Mill Woods Seniors Association and Northeast Seniors Centre to provide support and services to seniors.



*Thank you so much for
ASSIST in helping me to solve
any problems that I have
encountered.*

YIP WAH WONG



*We are grateful that ASSIST
has organized workshops
to let us have a better
understanding about both
Federal and Provincial
seniors' benefits.*

中心項目及服務

長者活動

**on average, 120 seniors
attended activities
each week**

In partnership with G.E.M. Seniors Society, ASSIST provides a variety of activities for seniors on Tuesdays and Thursdays.



*I am glad that there is a
place for me to meet new
friends and socialize
with old ones.*

兒童夏令營

**267 children participated
over 8 weeks from July 2 to
August 23, 2019**

ASSIST's Summer Camps are for children six to eleven years old. Parents choose fun and educational summer camps based on their child's interest. Camps provide opportunity for children to grow, develop and mature. Campers improve their leadership skills, learn age-appropriate social skills and work towards being independent. Field trips each week to a city attraction help broaden the children's perspective of the world.



週年籌款百萬行

**350 participants,
62 volunteers
\$24,059 total funds raised**

This annual walk & run event took place at Victoria Park on June 23, 2019.



財政報告

For the Year Ended December 31, 2019

	2019	2018
Revenue		
Grants and funding	\$ 4,515,220	\$5,386,696
Book sales and other	67,237	83,098
Casino	47,733	53,512
Donations	28,394	24,029
Fundraising	24,059	21,059
Tuition and activity fees	33,732	29,913
Memberships	2,660	2,765
Interest	4,392	4,217
Total revenue	\$4,723,427	\$5,605,289
Operating expenses		
Program costs	4,540,337	5,559,650
Office expenses	270,228	170,362
Salaries and related benefits	226,784	193,476
Reserve expenses	81,546	219,651
Telephone & Utilities	68,397	67,879
Amortization of tangible assets	32,362	31,988
Insurance	24,266	22,624
Repairs and maintenance	18,325	33,807
Professional fees	16,035	12,574
Advertising and promotion	5,830	17,066
Fundraising	4,084	4,084
Donation	3,220	-
Interest and bank charges	3,209	2,599
Renovation - operation	-	378
Recovery of internal allocations	(571,196)	(730,849)
Total operating expenses	\$4,723,427	\$5,605,289
Excess (shortfall) of revenue over expenses	\$ —	\$ —



ASSIST

Community Services Centre

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ASSIST gratefully acknowledges our funders:

Immigration, Refugees
and Citizenship Canada

Employment & Social
Development Canada

Canada Summer
Jobs (CSJ) Program

New Horizons for
Seniors Program

Alberta Children's Services
- Edmonton Region

Alberta Justice
& Solicitor General

Alberta Culture,
Multiculturalism and
Status of Women

Alberta Labour &
Immigration

Alberta Health Services

The City of Edmonton
Family & Community
Support Services

ECALA