

ASSIST
Community
Services Centre



連結的力量

Annual Report 2023|2024

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

在反思過去一年時，很明顯，「連結的力量」一直是我們成就和成長的推動力。在華人社區服務中心，我們利用這項力量，創造了一個個人和社區繁榮發展的環境。

我們的服務在不斷適應和演變，提供創造性的解決方案以滿足我們社區的多元化需求。無論是透過我們的新移民言語學習、移民安頓服務、青少年或長者服務，我們一直在積極評估需求，識別差距，並根據需要加以解決。今年，我們繼續為我們的服務和員工實施實體及網上混合工作模式，促進客戶有效地獲取服務和員工的工作生活平衡。



關懷心仍然是我們使命的基石，我們致力於關懷我們的社區。透過我們的服務，我們以同情和理解支持新移民和已入籍的公民，確保每個人都感到被重視和尊重。我們慶賀著構成社區的豐富文化和經驗。透過善用這種多樣性，我們創造了每個人都能做出貢獻和歸屬感的歡迎空間。

今年標誌著我們許多項目和服務的重大里程碑。一個關鍵成就是獲得**Canadian Accreditation Council** 以下方面的優質服務認證，這包括機構領導及管理、新移民言語學習及其托兒服務，和新移安頓服務。每一個成就都見證了我們員工、義工和每一個合作夥伴的奉獻精神。

我們來年策略性的目標，包括增加經費來源，促進包容性，並透**GBA Plus**和**EDI lens**提升服務質量，引領華人社區服務中心的發展。儘管這些努力的全部影響尚未完全落實，但我們已經看到了積極的變化正在發生。

華人社區服務中心在過去所獲得的客戶、社區合作伙伴、政府資助和員工的支持令人鼓舞。感謝你們堅定不移的支持與承諾。我們將繼續致力於我們的使命，作為人與社區之間的橋樑，朝著我們的目標前進。一起，我們將繼續建立強大、緊密聯繫的社區。



ASSIST Board of Directors 2023-2024

Executive

Kevin Dons President
Games Choy Vice President
John Yee Treasurer
Nancy Tran Secretary

Directors

William Lau	Samuel Tam	Allan Mah
Peter Wong	Gloria Gao	Al Cheung
Wing Choy	Angelica Loo	Sam Ling

Statement of Operations

For the Year Ended December 31, 2023

	2023	2022
Revenue		
Grants and funding (schedule 1)	\$4,823,719	\$3,723,974
Book sales and other	\$87,790	\$78,192
Casino	\$43,901	\$55,493
Donations and others	\$21,232	\$15,285
Tuition and activity fees	\$36,755	\$32,209
Fundraising	\$25,188	\$24,877
Interest	\$27,349	\$5,677
Memberships	\$615	\$480
Total revenue	\$5,066,549	\$3,936,187
Operating expenses		
Payroll expenses	\$3,937,603	\$3,041,360
Space rent	\$423,056	\$389,276
Office expenses	\$152,710	\$116,816
Telephone, utilities and wastage	\$120,883	\$133,770
Program activities and expenses	\$215,055	\$109,656
Amortization of tangible assets	\$37,705	\$38,213
Insurance	\$25,832	\$25,057
Renovation-operation	\$0	\$2,921
Accounting, audit and professional fee	\$16,316	\$11,225
Repairs and maintenance	\$10,570	\$20,313
Advertising and promotion	\$2,935	\$3,401
Fundraising and donation expenses	\$4,562	\$3,355
Property taxes	\$48	\$100
Reserve expenses	\$95,000	\$25,000
Total operating expenses	\$5,042,275	\$3,920,463
Excess (shortfall) of revenues over expenses	\$24,274	\$15,723

行政總監報告

海倫凱勒的一句鼓舞人心的名言是：「獨自一人，我們能做的很少，而在一起，我們可以做的很多。」這不斷促使我反思是什麼真正將我們連結在一起。在 ASSIST，合作共贏在我們的文化中根深蒂固，但真正的連結源於在重視每個人的聲音和貢獻的環境中刻意培養真正的關係。擁有共同目標並對自己的努力充滿熱情的志同道合的人的存在進一步增強了這一點。多年來，ASSIST 擁有忠誠的董事會成員、員工和志願者，他們熱情地為新移民服務，對社區產生了有意義的影響。

儘管每年都會遇到挑戰，包括去年的資金不穩定，但這些障礙反而加強了我們董事會和員工之間的專業和個人聯繫。ASSIST 真正展現了透過信任、相互尊重、有效溝通和共同價值觀建立連結的力量，所有這些都旨在實現我們改善新移民生活和獲得優質服務認證的共同目標。這些強大的連結激勵並推動我們深入關懷和創新，以滿足我們所服務的對象和為他們服務的團隊的多樣化需求。

我們員工奉獻精神的一個突出例子是他們在客戶服務中堅定不移的關懷和創造力。他們總是不渝地加倍努力，跳出框框思考，滿足並超越客戶的需求。我們繼續使用靈活的混合工作模式提供服務，以盡量減少獲取服務的障礙。在 IRCC 的資助下，我們購買了課堂互動面板，以便在需要時同時進行面對面和線上教學。這種靈活性滿足學生不同的學習偏好和需求。在我們對公平、多元化和包容性的承諾中，我們修訂了我們的政策，以更好地體現這些原則。例如，我們擴大了喪親政策，不僅限於直系親屬，也包括員工認為重要的人物，因為我們知道許多員工作為移民，可能沒有親屬在加拿大。我們還額外推出了兩個精神健康日，以支持員工的情緒和身體健康。ASSIST Taste of Heritage 活動已成為我們致力於多元化的基石，並受到來自不同背景在就讀言語學習班學生的支持。在這些學生的帶領下，該活動促進了不同部門的員工之間以及員工與學生之間的協作和聯繫。工作人員、學生和社區成員一致認為活動既有趣又具有社區建設意義。

2023 年 11 月，ASSIST 獲得了 Canadian Accreditation Council 對其領導及管理，和三項服務的優質認證：新移民言語學習及其托兒服務，和新移民安頓服務。認證過程歷時近兩年，既緊張又充滿挑戰。儘管如此，當我們共同努力使我們的政策與認證標準保持一致並有效實行新標準時，它增強了我們的團結意識。在認證審查期間，客戶和志願者在小組訪談中分享了許多他們對我們服務非常正面的經驗，令人振奮。審查報告對我們員工的承諾、支持和熱情給予了很多讚揚，並驗證了我們的努力。獲得認證不僅是 ASSIST 的一個重要里程碑，也標誌著需要持續承諾的旅程的開始。

回顧過去的一年，我們衷心感謝政府的資助、捐款者、志願者、董事會成員、員工和客戶的堅定支持，幫助 ASSIST 在服務社區的工作中又獲得了成功的一年。謝謝大家。

我們今天以包容性視角準備 ASSIST 2023 年度報告時，我們對員工進行了調查以收集他們的意見。我們要求員工用三個字描述過去的一年他們的經歷、成就和願望，這些詞彙影響了本報告的主題和四大支柱。他們的話在整個報告中佔據顯著位置，反映了我們的共同願景和承諾。



“Diverse
Supportive
Inclusive”

我們今天以包容性視角準備 ASSIST 2023 年度報告時，我們對員工進行了調查以收集他們的意見。我們要求員工用三個字描述過去的一年他們的經歷、成就和願望，這些詞彙影響了本報告的主題和四大支柱。他們的話在整個報告中佔據顯著位置，反映了我們的共同願景和承諾。



the power of Conne

增強創意與創新

在過去的一年裡，培養創意和創新變得特別重要。ASSIST的新移民言語學習和安頓服務已經更新了他們的技術工具，並適應了它們的使用，以滿足客戶需求。隨著越來越多新移民使用ASSIST服務，為客戶提供最有效的工具變得至關重要。新建立的服務項目——如數碼技能培訓、長者外展服務等等——證明了我們跳出思維定式，並不斷評估我們的項目以更好地滿足客戶需求、找出差距、開發新項目及改善服務流程的能力。員工持續面臨挑戰，並透過創意解決方案克服這些挑戰。員工創意和創新方法進一步鼓勵客戶成為驅動力，主動採取行動，並追求個人目標 - 例如，就讀新移民言語學習班的學生成為Taste of Heritage活動背後的領導者之一。

善用多元化的力量

作為一個組織，我們致力於追求公平、多元化和包容性的目標，充分利用我們的多元化使ASSIST成為一個既適合工作又安全、歡迎客戶的地方。我們重視員工的多元性，以及我們每個人為ASSIST帶來的豐富多彩的經驗。我們有意提高我們對每個人獨特背景的理解和接納，例如透過更新ASSIST關於EDI的政策。隨著ASSIST新成員數量的增加，我們的多元化也在擴大。在我們的客戶群中，隨著來自不同國家的客戶數量不斷增加，我們的客戶為我們的社區帶來了不同的身份和經驗。我們的客戶和員工的多樣性意味著我們所提供的服務也包含多種語言，盡可能用客戶的母語為他們服務，這減少了新客戶獲得我們服務的障礙。來自ASSIST言語學習班的高年級同學找到了幫助低年級同學和翻譯的義工機會。員工的培訓包括專注聆聽的訓練有助於提升客戶和員工對上課和工作的積極性。有部份客戶在中心獲得長期就業機會也實現了我們對EDI的承諾。我們的員工參與多元文化和包容性的專業發展表明ASSIST正在認真追求EDI目標。

“Progress
Journey
Vision”



ction

從關懷出發

ASSIST採用以客戶為中心的方法，並關懷為基礎。我們關心每個人，無論他們的種族、性別、年齡、性取向、宗教信仰等，因為我們真誠地相信每個人和每個人的經驗都是有價值的，都需要被尊重及接納。從管理階層到員工再到客戶，秉承以人為本的善良本性是一種溫暖，使人們相互理解和使幫助變得容易。在過去的一年裡，員工們多次在需要幫助的時候團結起來幫助同事或他們的家人，也有很多次，客戶們自發性地組織起來，給面臨緊急情況的新移民送去關懷包裹。客戶和員工共同慶祝彼此的特殊生活事件和成功。**ASSIST**的員工為我們的客戶的事情盡心盡力，客戶也會為彼此做同樣的事情，因為我們的安全環境提供了一個讓彼此關懷蓬勃發展的地方。

值得慶祝的里程碑

ASSIST因我們團隊成員的個人里程碑以及我們機構的集體成就而感到自豪。在過去的一年裡，我們的員工在獻祝不同的成就，例如擴大家庭，見證孩子們完成學業，或取得了藝術成就。此外，全體工作人員合作共贏，並成功獲得了優質服務認證—領導及管理的認可；新移民言語學習及其托兒服務，和新移民安頓服務，以零不合規的特殊分數獲得認證，這表明我們符合 **Canadian Accreditation Council** 制定的所有標準。再次強調了我們堅持貫徹我們的政策、始終滿足認可項目的服務交付標準以及持續進行專業發展以保持卓越的承諾。**ASSIST**始終致力於堅持這項高標準，而取得認證只是不斷追求卓越服務的里程碑。

“Fulfilling
Challenging
Fun”

“Caring Supporting Organizing”



移民安頓服務

- 2110** newcomers helped
- 4123** services
- 113** complex case clients
- 446** complex case services

The Settlement Program remains dedicated to supporting a diverse newcomer population, nurturing individual competence, building trust among team members, and promoting inclusivity. Utilizing both in-person and virtual one-on-one support sessions, as well as group information sessions, we offer essential assistance to newcomers striving to integrate into Canadian society. In addition to addressing basic settlement challenges, our team adeptly navigates complex barriers such as family violence, mental health, disability etc. to meet the evolving needs of families. Despite the complexity of these challenges, our settlement team maintains unwavering dedication to professional development and supporting newcomers in their journey to enhance community well-being.

新移民語言學習

- 1443** students (all)
- 23** classes (CLB 1–6)
- 401** CLB Certificates (promoted students)
- 556** CLB Certificates (all learners)
- 121** children attended childcare program

The LINC Program teaches adult newcomers vital English language skills necessary for settling in Canada, aligning with the Canadian Language Benchmarks (CLB) and adhering to PBLA guidelines. Participants improve their listening, speaking, reading, and writing abilities while learning about practical topics such as housing, shopping, healthcare, education, and community services. We provide full-time and part-time classes (morning and evening sessions), from Monday to Friday, in four different formats: fully online, in-person, blended/hybrid (a mix of in-person and online), and HyFlex (in-person and online students simultaneously). We also offer free childcare services for students attending in-person classes. Our childcare services are licensed and available for children aged 19 months to 5 years old.

長者外展服務

- 861** seniors
- 1034** services
- 188** seniors received one-on-one support
- 7500** weekly aged-friendly activity services

The Coordinated Senior Outreach Program began in July 2023, with two outreach workers dedicated to assisting seniors through one to one in-person and virtual session, especially outreach services. While most clients are from the Chinese community, we welcome referrals and serve a diverse senior population. This program has enabled us to collaborate with 12 other agencies, addressing gaps in senior services collectively. Its aim is to foster supportive relationships and mutual understanding, establishing an equitable care system for healthy, dignified, and interconnected aging experiences.

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





家庭暴力受害人支援服務

- 84 clients
- 50 service providers
- 4 educational workshops on healthy family relationships & legal issues

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 84 individuals impacted by family violence in providing court support, safety planning, risk assessment and information about healthy relationships. We have also provided support to 50 service providers through case consultation, collaboration meetings and referral of clients.

多元文化親子教育項目

- 355 parents & caregivers
- 870 Children impacted
- 22 programs delivered
- 3 families received one-on-one intensive support
- 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 ten ethnic groups including: Arabic, Korean, Chinese, Filipino, Pakistani, Eritrean, Oromo, Amharic, Tigrinya and Ukrainian Communities with ongoing support to assist these families across Alberta.

“I really learned a lot from this online class and the credit goes to my teacher who made our online classes very interesting. I am now very confident of my communication in English.”

“Dedication
Service
Community”

“Diverse
Accommodating
Accepting”

“Adaptability
Empowerment
Inclusivity”

力先鋒隊青少 社區計劃

309 youth
7 unique programs

This 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.

兒童夏令營

105 children participated

The 2023 Children’s Summer Camps delivered six weeks of affordable and high quality programming to children from all around Edmonton. 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.

義工參與

225 volunteers
7801.25 hours

Volunteers are essential to making ASSIST a welcoming and supportive place for newcomers and immigrants. We are committed to providing opportunities for volunteers to learn, grow, and develop their skills. The unique talents, skills, and time contributed by our volunteers help many newcomers we served adjust better to their new lives in Canada, enabling them to give back to the community. None of our programs or services would be possible without the dedication and hard work of our volunteers.

“Volunteering with ASSIST has allowed me to share my experiences with newcomers to ensure they have a smoother transition into Canada’s multicultural community.”





成人日常英語學習

日常英語會話

- 132** learners
- 3** sessions Level 1
- 3** sessions 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

數碼素養培訓

- 155** Learners
- 2** sessions Basic Level
- 2** sessions Intermediate Level

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.

基本英語學習

*New Program started
January to March 2024*

- 78** learners
- 1** session Essential Class Level 1 (Basic)
- 1** session Essential Class Level 2 (Intermediate)

ELL Essentials Level 1 begins by teaching practical English for daily survival fostering confidence in new learners. Level 2, for intermediate learners, enhances vocabulary, communication and grammar, focusing on real-life applications to advance towards fluency.

明智的選擇 - 認識病態賭博

- 215** Children
- 101** Adults
- 15** 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.

提升小鎮雇主多元及包容文化計劃

- 2** in-person sessions
- 6** online sessions
- 48** SPOs/ employers participated
- 88** individuals attended training

The READI project, an 18-month collaboration involving the Rural Development Network (RDN), Lethbridge Family Services (LFS), and ASSIST Community Services Centre, aimed to empower rural employers in attracting, integrating, and retaining newcomers. Targeting managerial, HR, and leadership roles across various industries in northern, central, and southern Alberta, the project began with an environmental scan and needs assessment. It identified common challenges such as resource limitations and coordination for settlement services. Seven online modules, complemented by recorded sessions and customized workbooks, were developed. In-person workshops facilitated information exchange and networking among stakeholders. Post-project, a toolkit synthesizing best practices was disseminated, fostering ongoing support for rural employers and promoting inclusive practices.



www.assistcsc.org

ASSIST Community Services Centre

Head Office Downtown

9649 105A Avenue
Edmonton, Alberta T5H 0M3

780.429.3111
info@assistcsc.org

Southwest Office

Unit 2, 810 Saddleback Road NW
Edmonton, Alberta T6J 4W4

780.429.3119

LINC Office

820 Saddleback Road NW
Edmonton, Alberta T6J 4W4

780.429.3112



VALID UNTIL
OCTOBER
2026 CLICK
FOR DETAILS

2023-2024 FUNDERS

ASSIST receives funding from federal, provincial and municipal governments to support our services and programs provided to the community. We are thankful to our funders:

**Government of Canada-
Community Services
Recovery Fund**

**Immigration, Refugees
& Citizenship Canada**

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

**Alberta Children &
Family Services**

**Alberta Arts, Culture
& Status of Women**

Alberta Health Services

**Alberta Public Safety
& Emergency Services**

The City of Edmonton
Family & Community
Support Services

ECALA

