



ASSIST
COMMUNITY
SERVICES

Annual Report
2024|2025

擴展視野



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



在此週年會員大會之際，我謹代表華人社區服務中心，向長期以來支持與信任ASSIST的各位致上最誠摯的感謝。過去一年，我們秉持核心價值，積極回應社區不斷變化的需求，取得了極具深遠意義的成績。我們全心投入，致力於提升服務品質與組織能力，並用心回應每一位服務對象及其家庭所面臨的挑戰。從陪伴新移民走過安居與融入的歷程，到關懷長者的心理健康，我們始終堅守初衷，致力於提供尊重多元文化且貼近需求的服務。

過去一年，我們在全新策略方向的引領下，實現了多項重要進展。憑藉員工、服務對象及社區夥伴的寶貴意見，我們共同釐清未來優先目標，強化內部運作機制，並積極擴展社區探訪與外展服務。這些努力彰顯了我們以誠信為本，靈活回應社群多元需求的承諾。我們不僅專注於當前服務，更著眼於組織的永續發展。積極拓展多元且穩定的資金來源，優化營運流程，並培育與其他服務單位及公型部門的深度合作關係。這些基礎工作，讓ASSIST能在持續變動的社會環境中，成為社區值得信賴的依靠，穩健迎接未來挑戰與機會。

謹此衷心感謝每一位員工的奉獻、義工的熱忱付出，以及資助者與社區夥伴長期的信任與支持。正是有了大家的共同努力，我們才能持續提供高品質且有意義的服務。

展望未來，我們將一如既往地推動包容、公平與社區福祉，懷抱謙卑與決心，攜手前行，為實現我們共同的使命而努力。謹致敬意。

Kevin Dons

President, ASSIST Board of Directors

ASSIST Board of Directors 2024-2025

Executive

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

Directors

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

Statement of Operations

Year Ended December 31, 2024

	2024	2023
Revenue		
Grants and funding (schedule 1)	\$5,347,684	\$4,823,719
Book sales and other	\$126,820	\$87,790
Casino	\$25,674	\$43,901
Donations and others	\$26,158	\$21,232
Tuition and activity fees	\$44,000	\$36,755
Fundraising	\$22,874	\$25,188
Interest	\$38,065	\$27,349
Memberships	\$1,205	\$615
Total revenue	\$5,632,480	\$5,066,549
Operating expenses		
Payroll expenses	\$4,384,006	\$3,937,603
Space rent	\$432,769	\$423,056
Office expenses	\$182,653	\$152,710
Telephone, utilities and wastage	\$117,078	\$120,883
Program activities and expenses	\$318,598	\$215,055
Amortization of tangible assets	\$36,696	\$37,705
Insurance	\$27,335	\$25,832
Renovation-operation	\$0	\$0
Accounting, audit and professional fee	\$10,012	\$16,316
Repairs and maintenance	\$16,315	\$10,570
Advertising and promotion	\$2,800	\$2,935
Fundraising and donation expenses	\$7,548	\$4,562
Property taxes	\$36	\$48
Reserve expenses	\$66,000	\$95,000
Total operating expenses	\$5,601,846	\$5,042,275
Excess (shortfall) of revenues over expenses	\$30,634	\$24,274

行政總監報告



在《Daring Greatly》一書中，Dr. Brené Brown 將「脆弱」定義為「不確定性、風險與情感暴露」。對於一家高度依賴政府資助的非營利機構而言，這份脆弱是我們日常的一部分。它可能令人身心俱疲，甚至帶來恐懼。然而，當我們勇敢正視這些感受，並善用脆弱所蘊含的力量，我們便能突破限制、拓展視野。我們始終堅持追求卓越，而非完美 — 因為完美，往往是不切實際的。

過去一年，我們共同經歷了因資金削減與不確定性所帶來的挑戰。穩定對我們來說並非理所當然，我們深知「停滯不前」並非明智之舉。因此，我們持續調整步伐，仰賴團隊的力量、智慧與韌性，秉持著今年的主題「擴展視野」，我們將變革視為成長、創新與深化影響力的機會，勇於挑戰常規，針對新興的服務缺口提出資金申請。

在獲得資金支持後，我們去年成功啟動了多項新計劃。由埃德蒙頓社區基金會支持的「青少年提升計劃」，為16至25歲的新移民青少年提供密集的英語課程，從而擴大了我們的服務範圍。由AMICO基金會資助的「ESL財務成功之旅」，為成人新移民提供免費的財務教育課程。其中包括專為女性設計的班級，將財務教育與英語學習相結合，幫助他們建立自信。由埃德蒙頓市政府資助的「增強安全與福祉計劃」，聚焦於預防犯罪與危機干預，支援家庭暴力、種族歧視、仇恨犯罪及其他歧視受害者，共同打造更安全、更包容的埃德蒙頓。

2024年底，因應加拿大政府宣布2025 - 2027年移民目標削減20%，全國移民安頓服務機構遭受嚴重經費削減，許多機構因此面臨嚴峻挑戰，有些甚至被迫關閉。雖然這不是我們首次面對資金削減，但這次仍帶來極大的不安與遺憾，尤其影響到我們的移民安頓服務團隊和LINC團隊。通過與員工保持公開透明的溝通，商討可能對服務和團隊造成的影響，在大家的共同努力和支持下，我們齊心協力調整方向，將裁員減至最低，並盡力保持服務的完整性。

我們為所展現出的韌性與團隊間堅實的合作精神感到自豪，正是這份力量推動我們持續向前邁進。我們將持續成長、與時俱進，提升支持個人與家庭的能力。我們堅信，強健的家庭能建構出有活力的社區，而健康穩定的社區則是國家繁榮的基石。

這一切的成就，離不開資助者、捐款人、董事會成員、員工、義工、家庭與朋友們的持續支持。感謝您在充滿挑戰與希望的時刻，與我們並肩前行。正是因為有您們的支持，我們才能勇於冒險，在不確定中成長，攜手前行。我們對各位深表感謝

Fion Lee
Executive Director

Expansive strategies

多元化資金來源

2024年，華人社區服務中心（ASSIST）的管理團隊全力以赴，積極拓展服務經費來源，因為我們深知，財務的可持續性是我們提供具影響力與創新服務的基石。應不斷變化的社區需求，我們不再倚賴單一資金來源，而是主動探索不同資金機會，提升機構的韌性與靈活應變能力。

在資金拓展方面，我們成功獲得埃德蒙頓市「增強安全與福祉計劃」的資助，用以強化ASSIST的反種族主義倡議與社區外展服務。我們積極設計創新項目並申請相關的資助，推出「Ethnic Culinary Garden計劃」，以食物為媒介，連結文化傳承、心理健康與社區參與，開拓交流與支持的新途徑。此外，為協助新移民青少年融入本地社會，「提升青年計劃」專為高中生（10至12年級）及年輕成人（19至25歲）而設，提升他們的英語水平，幫助他們克服社會適應、心理發展與就業等多重挑戰。

ASSIST向AIMCo基金會提出申請，進一步強化我們的財務教育項目，為女性及成人團體量身打造實用的財務知識工作坊，提升他們的自信與財務管理能力。

這一連串努力展現出ASSIST對資金多元化的堅定承諾。穩健拓展的財務基礎，不僅鞏固了機構核心服務的可持續性，也為推動創新項目、實現嶄新構想與擴大服務創造了有利條件。展望未來，我們將持續積極開拓更多資源，以回應新移民社區日益多樣化的需求，並為ASSIST的長遠影響力與穩健成長奠定更堅實的基礎。

通過合作實現共同成長

「擴展視野」的核心理念在於堅信團結合作的力量。過去一年，我們積極強化多方合作關係，這些合作不僅拓展了ASSIST的服務，也促進了社會共融，為多元族裔社區創造了更多機會與資源。

我們的長者社區外展計劃，凝聚了來自10個機構的力量，展現了協同合作的成果。通過整合資源與資訊交流，該計劃成功將服務延伸至更多孤立的高齡長者，顯著提升了他們的生活福祉與社區參與度。

「邁向新一代」（TANG）青少年服務與Terwillegar、Meadows休閒中心以及Henry Ainlay High School合作基礎上，進一步擴大影響力，為青少年創造一個培養學習動機、領導力及社區參與意識的共融環境。

LINC課程則與Edmonton Academy攜手，讓他們的9年級學生參與長者英語課程，通過跨代交流與電腦支援，不僅豐富了學生的學習體驗，也促進了跨代互動與互助精神。

為更好地服務法語裔新移民，我們與Cité des Rocheuses合作，針對其語言與文化背景提供貼近需求的服務，進一步深化社區的包容性。

在財務教育方面，我們與RBC持續合作，邀請金融專業人士走入課堂，協助學員提升財務素養與自信，掌握實用的理財技能，以應對日常經濟挑戰。

與NorQuest學院的深化合作，我們推薦學員參與進階培訓課程，並共同舉辦「礦產行業電腦技能框架」等專業工作坊，以回應就業市場不斷演變的需求。

我們也關注加拿大本地工作經驗對新移民職涯發展的關鍵性，並在建築、倉務及長者護理等領域建立新的合作關係，為LINC學員提供實習機會，幫助他們累積經驗、提升就業競爭力，並成功獲得職位。

在「社區安全與福祉計劃」中，我們與Centre High School合作，支援弱勢青少年與年輕成人。這項合作促進了早期介入機制的建立，並結合文化與語言敏感性的實踐，有效回應社區中日益複雜的挑戰。

這些合作關係展現了「攜手並進、共同成長」的巨大潛力，也證明互信與社區共建是推動社會改變的基石。通過協作，我們打破界限、放大學員的聲音，為所有人開創一條多元、包容且充滿希望的發展之路。

服務創新思維模式

在ASSIST，我們堅信「擴展視野」意味着突破傳統框架，通過設計思維創造真正回應社區不斷變化需求的服務。過去一年，我們以創新為核心，積極回應挑戰，並聚焦於解決種族歧視、社會排斥、兒童保護、家庭暴力等長期存在的問題，這些議題深刻影響著我們所服務的社區。

我們始終把學員的聲音放在設計的起點。通過深入了解服務過程中的缺口，我們提出具體且針對性的解決方案。例如，我們重新設計財務課程，推出女性專班與混合班，營造安全、自信的學習空間，讓學員能自在討論和學習理財概念。同時，我們開設基礎電腦技能課程，協助學員掌握數碼時代所需的基本操作，讓他們更便捷地獲取資訊、聯繫親友，並接軌現代社會。

針對青少年族群，我們將EAL課程調整為符合阿爾伯塔省課綱的內容，並融入實用的就業導向技能。我們特別為10至12年級學生及19至25歲的年輕成人打造專屬學習空間，協助他們在提升語言能力的同時，發展社交技巧、建立自信，並順利融入加拿大社會。

對長者而言，溝通與數碼技能的提升尤為重要。根據調查，許多長者希望能與海外親友保持聯繫，但因缺乏電腦操作能力而感到受限。為此，我們設計了專為長者量身打造的LINC課程，著重提升他們的溝通技巧與電腦應用能力，縮短跨代與科技的鴻溝。

此外，我們創新推出兩項LINC就業導向課程，分別針對有意投身個人護理，以及從事建築與倉務工作的學員。課程融合專業英語訓練與行業技能培育，並搭配參觀實地工作場所，使學員在獲得行業認證的同時，亦能累積寶貴的經驗。這些計畫已協助多位學員順利進入養老機構與建築領域工作，實現從學習到就業的轉化。

ASSIST致力於通過新思維的服務設計及模式，協助學員跨越困難、邁向成長，也為整個社區的韌性與發展注入創新動能。

突破極限與適應

過去一年，我們面對了前所未有的挑戰。LINC計劃的課程迅速增加，並伴隨幾個大膽創新的項目同步展開，體現了ASSIST擴展服務範圍、滿足不同學員需求的堅定決心。然而，隨著計劃推進，我們也迎來了許多起伏與考驗。這一年，是名副其實的「突破極限」之年。

當服務資金縮減的現實擺在眼前，我們被迫面對艱難抉擇——如何在資源大幅減少、團隊人力受限的情況下，仍然持續提供關鍵服務與核心計劃。雖然需求依舊殷切，我們卻沒有退縮。相反，我們展現了前所未有的堅定與勇氣，突破了過往所設限的界線，迎難而上。

在這樣的壓力下，我們的團隊展現了卓越的韌性與奉獻精神。每一位員工都堅守崗位、不畏艱辛，確保計劃持續推進，並讓社區成員感受到一如既往的支持與關懷。每一分努力、每一份堅持，不論大小，都是我們共同信念與對社區深厚情感的體現。

即使面對資源緊縮與高度不確定性，ASSIST展現出的是真實而堅韌的本質——一個團結互助、富有同理心的社區。在挑戰面前，我們選擇凝聚力量，彼此扶持。各團隊攜手重構服務流

程、簡化系統、強化合作，在真誠與信任中尋求突破。每一次困境的出現，我們都以同樣的精神回應：「我們可以怎麼一起度過？」

在這些歷程中，我們見證了無數次的團隊合作、創新與無所畏懼。同事們互相鼓勵、分擔壓力，在疲憊與焦慮中為彼此注入力量。這些經歷不僅強化了我們的責任感，也讓我們再次深刻體會到：真正的力量，來自彼此之間的信任與支持。

在所有努力的背後，「希望」始終是我們前行的燈塔——相信團隊合作能帶領我們穿越風暴，相信未來仍將是更加包容、緊密與充滿韌性的。我們所做的不只是維持現狀，我們在成長；我們不只是應對挑戰，我們正在重塑未來。

隨著我們持續「擴展視野」，這份來自每位夥伴的堅持與同行，提醒著我們：真正的成長，是在關鍵時刻如何攜手前行、共擔憂患所留下的痕跡

Essential Programs

移民安頓服務

- 2550** newcomers helped
- 5492** services provided
- 199** complex cases
- 1349** complex case services provided

The Settlement Program is dedicated to supporting diverse newcomers through inclusive, strength-based, and trust-building services. We offer in-person and virtual one-on-one and group sessions to guide clients in settling and integrating into Canadian life. Our team also addresses complex issues like parenting, family violence, mental health, and disabilities with tailored, holistic support. Committed to continuous learning, we ensure newcomers feel safe, supported, and empowered throughout their journey.

新移民語言學習

- 1655** students (all)
- 30** classes (CLB 1–6)
- 688** CLB Certificates (promoted students)
- 604** CLB Certificates (all learners)
- 135** children attended childcare program

The LINC Program teaches adult newcomers vital English language skills necessary for settling in Canada. 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 Saturday, 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 for children aged 19 months to 5 years old.

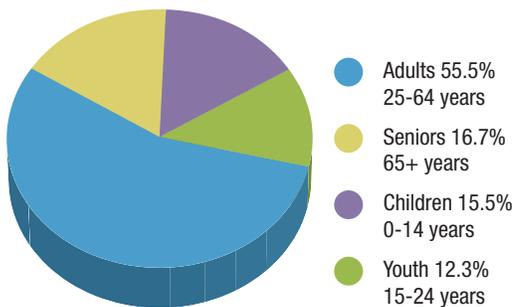
提升小鎮雇主多元及包容文化計劃

- 3** in-person sessions
- 5** online sessions
- 110** Employers/organizations served

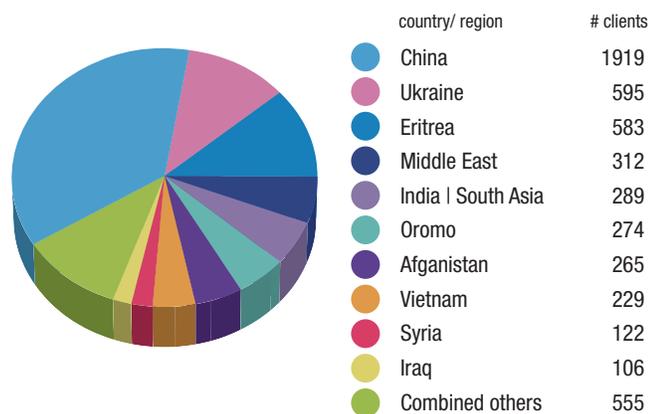
An 18-month initiative ending in March 2025, was a collaboration involving the Rural Development

Network (RDN), Lethbridge Family Services (LFS), supported rural Alberta employers in attracting, integrating, and retaining newcomers. It began with an environmental scan identifying key settlement service challenges. Seven online modules, recorded sessions, and tailored workbooks were created, alongside in-person workshops for networking. A Post-project toolkit synthesizing best practices was disseminated, fostering ongoing support for rural employers and promoting inclusive practices.

Client's served- by age



Client's served- by geographic origin



Unique clients served 6268*

*origin data was not collected from 1019 clients.

多元文化親子教育項目

- 459** parents & caregivers
- 1122** Children impacted
- 23** programs delivered
- 4** families received one-on-one intensive support
- 2100+** service hours

This program provides a full spectrum of parenting education to newcomers and refugee families with children aged 18 years and younger. It includes five core components: *Nobody's Perfect, Fatherhood Initiative, Preteen Parenting, Youth Parenting, and Triple P*. The goal is to strengthen caregiver resilience, social support and early childhood development, while reducing risks of child maltreatment. Delivered in various ethnic communities across Alberta, including: Arabic, Korean, Chinese, Filipino, Pakistani, Eritrean, Oromo, Amharic, Tigrinya, and Ukrainian.

家庭暴力受害人支援服務

- 181** individuals
- 3** educational workshops

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.

義工參與

- 372** volunteers
- 8429** 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.

長者外展服務

- 783** seniors
- 1874** services

Created in July 2023, this program's two outreach workers are dedicated to assisting seniors through one-on-one in-person and virtual sessions. 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 10 other agencies, addressing gaps in senior services collectively. Its aim is to foster supportive relationships and mutual understanding and establish an equitable care system for healthy, dignified, and interconnected aging

每週長者活動

- 80** seniors on Tuesdays
- 100** seniors on Thursdays
- 8100** services

All program activities were led, planned and delivered by volunteer seniors. Free activities run every Tuesday and Thursday year-round and are delivered in-person at the downtown centre and through Zoom.

ESL財務成功之旅

- 45** students
- 2** classes

The courses are free to adults, with one specifically for women starting in February 2025. They cover money basics, budgeting, saving, online banking, avoiding scams, tax benefits, and improving financial English—empowering participants to plan ahead and make informed financial decisions



活力先鋒隊青少年社區計劃

516 youth
10 unique programs.

The T.A.N.G. youth program supports immigrant youth aged 11–15 by promoting well-being, resilience, and positive relationships. It addresses their unique challenges through mentorship and activities like personal growth sessions, homework help, drop-ins, seasonal camps, and school partnerships.

兒童夏令營

124 children

Our six-week Children's Summer Camps offered affordable, high-quality programming in July and August for Edmonton children aged 6–10. Campers enjoyed activities from science experiments to outdoor sports, building leadership, social skills, and independence

青少年提升計劃

65 youth
2 classes

Free weekly English language education for youth in Grade 10 to 12 and ages 19 to 25. The program offer an exciting and comprehensive English language learning that focuses on enhancing : communication and writing skills, life & work skills, cultural integration and structural learning follow the AB EAL curriculum.

成人日常英語學習

152 learners

3 sessions - Levels 1 to 3

This program offers weekly English classes for newcomers with little or no prior English experience, focusing on listening and conversation skills. It provides a flexible, supportive environment that encourages practice in small groups. The goal is to build learners' confidence and motivation to use English in daily life. By the end, students will understand basic grammar, everyday vocabulary, and be able to hold simple conversations.

基本英語學習

New January to March 2024

206 students
9 classes

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.

數碼素養培訓

157 students
6 classes

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.

社區安全與福祉計劃

20 families supported
32 files managed
285 outreach visits
910 Services Delivered

This two-year project (July 2024–July 2026) aims to enhance community safety and well-being in Edmonton through crime prevention and crisis intervention. It supports individuals and families impacted by domestic violence, hate crimes, racism, Islamophobia, homophobia, bullying, and child intervention involvement. Services are delivered in Somali, Arabic, and English, ensuring culturally and linguistically sensitive outreach, tools, and direct support.





ASSIST Community Services Centre

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VALID UNTIL
OCTOBER
2026 CLICK
FOR DETAILS

2024-2025 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:

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 Public Safety & Emergency Services

The City of Edmonton

- Family & Community Support Services
- Community Safety and Wellbeing Grant Program

ECALA

Edmonton Community Foundation

AMICO Foundation