



# A Spectrum of Impact

Many Colors One Purpose

Annual Report 2025 | 2026

# Meet the New ASSIST

The *Spectrum of Impact* theme was inspired by the vibrant colours within the ASSIST logo, reflecting the diversity of communities, cultures, experiences, and journeys that shape our work. Just as each colour in the spectrum is distinct yet interconnected, every client, family, program, and partnership contributes to a broader collective impact. The flowing colours throughout this report symbolize growth, resilience, belonging, hope, compassion, and opportunity, capturing how ASSIST's work creates ripple effects across generations and communities. Together, these colours represent more than diversity; they tell the story of lives touched, barriers reduced, and futures strengthened through shared purpose.



## OUR VISION

Diverse, connected, and empowered newcomer communities – contributing to a vibrant, growing, and resilient society.

## OUR MISSION

To make a lifelong impact for those we serve through respectful and culturally informed programs and services in a supportive environment.

## Our Core Values

### ACCOUNTABILITY

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

### RESPECT

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

### INTEGRITY

We act honestly and are guided by professional ethics.

### GROWTH

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

### 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.

### SERVICE

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

# Board President's Message



On behalf of the Board of Directors, it is my pleasure to reflect on a year of meaningful progress, resilience, and shared purpose at ASSIST Community Services Centre. This past year has been marked by steady growth and an unwavering commitment to serving our community with excellence and compassion. Across our programs and services, we have continued to expand our reach, strengthen our foundations, and deepen our impact—guided by the collective efforts of our staff, volunteers, partners, and supporters.

One of our most important achievements this year has been our continued progress toward long-term financial sustainability. While we have navigated reductions in certain funding streams, ASSIST has responded proactively by pursuing new grant opportunities and diversifying our funding base. These efforts position the organization to continue delivering essential services in a changing landscape. They also reflect both the confidence our funders have in our mission and the careful stewardship demonstrated by our leadership and staff in managing resources responsibly.

At the same time, we have invested in the growth and enhancement of our physical and operational infrastructure. Upgrades to our facilities and security, along with improvements to our digital systems and organizational processes, have created a stronger, safer, and more responsive environment for both clients and staff. This year also saw continued momentum in our strategic priorities. We advanced efforts in program innovation, expanded partnerships, and strengthened our organizational profile through branding and outreach initiatives. Our work remains firmly rooted in inclusivity and equity, ensuring that services are responsive to the diverse needs of the communities we serve.

A particularly important milestone has been the renewal of our mission and vision. Through thoughtful reflection and collaboration, we have taken meaningful steps toward clarifying and reaffirming the values that guide our organization. This work will help shape ASSIST's direction in the years ahead and ensure that we remain aligned with the needs and aspirations of our community.

Importantly, this has been a year of thoughtful decision-making. As a Board, we have remained focused on sustainability, ensuring that new opportunities align with our mandate and capacity. This disciplined approach positions ASSIST for long-term success, even in the face of uncertainty and change.

None of this would be possible without the dedication of our Executive Director, management team, and frontline staff, whose passion and professionalism make a difference every day. I would also like to extend my sincere thanks to my fellow Board members for their continued leadership, as well as to our volunteers, partners, and funders for their ongoing support.

As we look ahead, ASSIST remains committed to building on this strong foundation—continuing to grow, adapt, and respond to the needs of our community with purpose and integrity. Together, we are creating a lasting impact that is as diverse and dynamic as the people we serve, unified by a shared vision for a stronger, more inclusive future.

**Kevin Dons**

---

## ASSIST Board of Directors 2025-2026

### Executive Committee

<b>Kevin Dons</b>	President
<b>John Yee</b>	Vice President
<b>Games Choy</b>	Treasurer
<b>Nancy Tran</b>	Secretary

### Directors

<b>William Lau</b>	<b>Samuel Tam</b>	<b>Al Cheung</b>
<b>Gloria Gao</b>	<b>Angelica Loo</b>	<b>Sam Ling</b>
<b>Peter Wong</b>		
<b>Allan Mah</b>		

# Executive Director's Message



I have always enjoyed reading *Chicken Soup for the Soul*. One of the themed editions, "Tough Times, Tough People," is especially encouraging and healing.

As a registered social worker, I have spent my entire career in the non-profit sector and plan to continue until my retirement. It is a rewarding path when you witness how our support and services bring hope, strength, and encouragement to those we serve, and the meaningful difference it makes in their lives.

At the same time, the work comes with many challenges. It takes resilience and courage to sustain a social service organization and keep moving forward through difficult times. Over the past year, we have continued to face challenges due to funding cuts. This has been particularly difficult for the settlement sector, with many immigrant serving organizations experiencing reductions of around 15% from the Federal Government. For non-profits already operating on tight budgets, this is significant, especially as the demand for services continues to grow. In many cases, it means fewer staff and heavier workloads.

Despite these DOWNS, we have chosen to focus on the UP moments. To minimize staff layoffs, we restructured our service model to a four-day work week. We are deeply grateful to our staff for their willingness to reduce working hours and stand together through this period, supporting one another. We are also excited to have renewed our vision and mission statements in November 2025. Our previous statements had guided us for over 40 years, and it was time for a refresh to better reflect the work we do today and our future priorities. The process took approximately nine months and was highly inclusive, incorporating input from clients, staff, and community partners.

We are also thankful for the support from the Stollery Charitable Foundation, which has enabled us to update our logo to align with our renewed vision and mission, and to launch a new website and updated building signage in the coming months. Our new logo, with five vibrant colors, celebrates the diversity within our staff and clients. It represents inclusion, connection, and the shared empowerment that comes from working and growing together. All these changes represent a new chapter for ASSIST, as we realign our strategic direction and strengthen our commitment to serving diverse, connected, and empowered newcomer communities. Our new initiatives, such as the Culturally Responsive Mental Health Navigation program, the Elevate Youth project, and women-only LINC classes, are strong examples of how we continue to contribute to a vibrant, growing, and resilient society.

Despite all the challenges, we remain proud of what we have accomplished and the resilience we have demonstrated. With the continued dedication of our staff and volunteers, who consistently rise to meet these challenges, we remain committed to serving our community with care and diligence.

We are also deeply grateful to our funders, donors, families, and friends for your ongoing support of ASSIST's work.

**Fion Lee**

*Tough Times Never Last but Tough People Do - Robert Harold Schuller*

# Statement of Operations

For the Year Ended December 31, 2025

	2025	2024
<b>Revenue</b>		
Grants and funding (schedule 1)	\$5,707,239	\$5,347,684
Book sales and other	\$106,525	\$126,820
Casino	\$27,164	\$25,674
Donations and others	\$23,990	\$26,158
Tuition and activity fees	\$42,104	\$44,000
Fundraising	\$18,637	\$22,874
Interest	\$21,001	\$38,065
Memberships	\$930	\$1,205
<b>Total revenue</b>	<b>\$5,947,590</b>	<b>\$5,632,480</b>
<b>Operating expenses</b>		
Payroll expenses	\$4,758,772	\$4,384,006
Space rent	\$458,237	\$432,769
Office expenses	\$211,528	\$182,653
Telephone, utilities and wastage	\$131,875	\$117,078
Program activities and expenses	\$165,460	\$318,598
Amortization of tangible assets	\$30,916	\$36,696
Insurance	\$24,738	\$27,335
Renovation operations	\$0	\$0
Accounting, audit and professional fee	\$20,743	\$10,012
Repairs and maintenance	\$30,666	\$16,315
Advertising and promotion	\$1,986	\$2,800
Fundraising and donation expenses	\$5,703	\$7,548
Property taxes	\$31	\$36
Reserve expenses	\$95,000	\$66,000
<b>Total operating expenses</b>	<b>\$5,935,655</b>	<b>\$5,601,846</b>
<b>Excess (shortfall) of revenue over expenses</b>	<b>\$11,935</b>	<b>\$30,634</b>

# Spectrum of Impact

## Community & Belonging

At ASSIST, community is not just a service we provide—it is a feeling we create together.

Orange reflects the warmth that greets every newcomer, the sense of safety that turns unfamiliar spaces into a home away from home, and the connections that grow into something deeper than support—they become family.

Within our walls, staff, volunteers, students, and clients are cared for, uplifted, and valued, building relationships grounded in trust, compassion, and shared humanity. We celebrate the richness of diverse cultures, languages, faiths, and lived experiences while recognizing that, at our core, we are all human first. This spirit of inclusion creates spaces where people feel welcomed, heard, and empowered to belong without fear of judgment or exclusion.

Orange also represents the strong relationships ASSIST continues to foster with community partners, funders, and stakeholders who share a common vision of strengthening lives and communities. Through collaboration, cultural understanding, and genuine human connection, we build bridges between people and services, helping newcomers not only settle in Canada, but truly feel part of the wider community. In times of both celebration and challenge, this sense of belonging reminds us that no one succeeds alone—we grow stronger when we support one another with kindness, dignity, and care.



## Growth & Opportunity

ASSIST's commitment to growth and continuous learning is reflected in our teams' ability to adapt, innovate, and respond to the evolving needs of our community. We are dedicated to creating meaningful opportunities that support, nurtures learner progress and overall well-being.

The Green pillar reflects this vision, symbolizing learning, renewal, and progress across all our programs.

This year, we expanded our impact through culturally responsive mental health programming and strengthened our services with support from ECALA, the Edmonton Community Foundation (ECF), and AIMCo.

These partnerships enabled us to provide additional free English language classes through ELL Essentials and ELL Intensive, enhanced Digital Literacy programming, and the AimCo Financial Literacy Program, which helps learners build confidence in navigating financial systems while strengthening their language and digital skills.

ECF also supported youth through the EAL Elevate Program and provided childminding support during the Alberta Teachers' Strike, ensuring continued access to learning. Within the LINC Program, we introduced a women-only afternoon class to provide a safe and supportive learning environment. Our TANG program continued to grow through partnerships with Booster Juice and Meadows Recreation Centre, while our Multicultural Parenting Education Program expanded to serve the Somali community.

We also celebrated diversity and community connection through the Taste of Heritage Festival 2025, which welcomed over 1,300 attendees.

We also hosted our first Truth and Reconciliation Event, where Tipi Teachings offered an opportunity to learn about Indigenous values: respect, humility, love, and connection to community and nature, guiding us toward deeper understanding and shared growth.

# Spectrum of Impact

## Trust & Stability

Within this year's colour spectrum, blue captures the essence of trust and stability that defines ASSIST's work in the community. Every day, we strive to be a reliable guide for newcomers as they navigate unfamiliar systems and build new lives, grounding our support in professionalism, transparency, and open communication.

The trust placed in us by our clients, students, community partners, funders, and stakeholders is not taken lightly—it is built through integrity, accountability, and consistent collaboration. Even in the face of funding challenges that can impact stability, we continue to work closely with our funders and partners, navigating uncertainty together with openness and mutual trust in the decision-making process.

This culture of trust is also reflected internally within ASSIST. Over the years, ASSIST has intentionally fostered an organizational culture of open sharing, respectful dialogue, and transparency at all levels of leadership. Staff are encouraged to ask questions, challenge ideas respectfully, and contribute openly to conversations and decision-making processes. This open leadership style creates a workplace where employees feel heard, valued, and supported, contributing to minimal staff turnover and a strong sense of purpose across the organization. In turn, this internal culture extends outward into the services we provide.

Clients often express that they feel safe, respected, and genuinely cared for because they trust that staff have their best interests at heart and will go above and beyond to meet their needs. At the same time, staff carry the same belief toward leadership—that they too will be supported, guided, and treated with fairness and compassion. At ASSIST, trust is not simply a value we speak about; it is embedded in our relationships, leadership practices, and everyday interactions, allowing individuals, families, staff, and communities to move forward with confidence.

## Compassion & Care

The Pink pillar represents the compassion and care that define ASSIST. It reflects a shared commitment across our organization, from staff to leadership and our Board, to serve with empathy, understanding, and cultural responsiveness in every interaction.

At the heart of our work is a deep respect for each and everyone. We are guided by the belief in treating others with dignity and kindness, following the Golden Rule; caring for others as we would wish to be cared for. Even in the face of funding challenges, our clients, students, and staff have felt our sincere efforts to support them with the resources available.

Our staff's compassion is evident in the many ways they go above and beyond each day; listening, adapting, and finding creative ways to meet the unique needs of those we serve. This includes creating opportunities for learners to share their strengths, celebrate their identities, and feel a true sense of belonging.

We also nurture empathy and understanding through shared learning and cultural connection. Events such as the ASSIST Taste of Heritage Festival and our Truth and Reconciliation Event create spaces where stories are honored, cultures are celebrated, and meaningful relationships are built.



# Spectrum of Impact

## Hope & Future

The Yellow pillar represents "Hope & Future", symbolizes optimism, possibility, and new beginnings. ASSIST has operated under the same mission and vision statements for over 40 years.

During the development of our 2024 strategic plan, we collectively recognized that it was time for a refresh. The process began in February 2025, guided by consultants from Equity in Action, and was completed in November 2025.

Revisiting these statements was essential to ensure they reflect the evolving needs of our community, the changing settlement landscape, and the work we do today.

The new statements were shaped through an inclusive process involving surveys, focus groups, staff engagement, and Board review. Input from clients, staff, and partners ensured they are grounded in real experiences and shared perspectives.

Our renewed mission and vision embody a spirit of hope, possibility, and new beginnings. They also inspired the creation of our new logo, featuring five bright, vibrant colors in human-like forms connected together, representing our motto: diverse, connected, and empowered. These renewed statements will guide our priorities, strengthen our role within Alberta's settlement sector, and shape how we deliver services. They will also inform our rebranding efforts as we step into the future with renewed purpose and direction.



# Essential Programs

## Settlement for Newcomers

### Information and Orientation

2496 Unique Clients  
4550 Services provided

### Community Connections

453 clients  
656 Activities

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.

## Language Instruction for Newcomers to Canada (LINC)

2400 Students served  
1750 Unique client served  
6687 Services provided  
145 Children attended childcare

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 Hy-Flex (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.

## ECALA Funded Program

### Daily English for Beginners

183 Learners  
3 Sessions- level 1-3

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.

## English Learning (ELL)

388 Students  
9 Classes

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

## Digital Literacy

140 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.



# Essential Programs

## Coordinated Senior Outreach

712 Seniors  
1636 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.

## Weekly Seniors' Activities

100 Seniors on Tuesdays  
120 Seniors on Thursdays  
9240 Services

All program activities were led, planned and delivered by volunteer seniors in partnership with G.E.M. Seniors Society. Free activities run every Tuesday and Thursday year-round and are delivered in-person at the downtown centre.



## Towards A New Generation (T.A.N.G.)

513 Youth  
25 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.

## Children's Summer Camps

54 Unique children  
126 Participants  
6 Weekly camps

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.



## ESL Financial for Success

112 Unique clients  
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.

## ELEVATE Youth Classes

110 Unique clients  
2 Classes

Free weekly English language education for youth in Grade 10 to 12 and ages 19 to 25. The program offers 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.

## Enhancing Safety and Well-being

64 Files  
885 Services  
293 Outreach visits

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.

## Specialized Criminal Justice Navigation Program

142 Individuals  
928 Services

This two-year program ended in March 31, 2026, provided free services to individuals of all genders who experienced family violence to access confidential, culturally appropriate emotional and practical support, offered in English, Somali, Arabic, Mandarin and Cantonese through two outreach workers.

# Essential Programs

## Multicultural Parent Education

514 Parents & caregivers  
 1078 Children impacted  
 26 Program delivered  
 2300 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, Chinese, Filipino, Eritrean, Oromo, Tigrinya, Somali, and Malayalam.

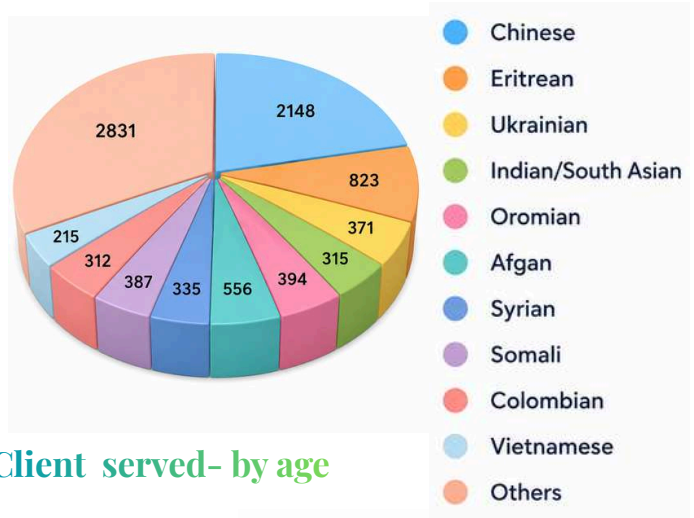
## Volunteer Program

218 Volunteers  
 38 New volunteers  
 9352 Hours

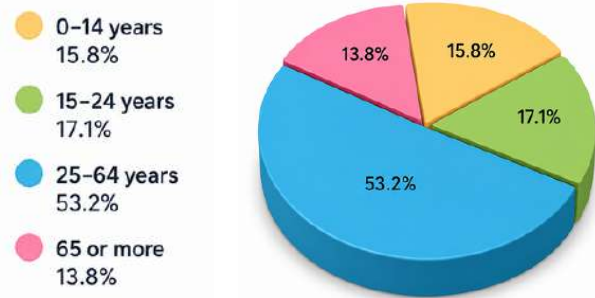
Volunteers are essential to making ASSIST a welcoming and supportive place for newcomers and immigrants. We are committed to providing opportunities for volunteers to learn, grow, and develop their skills. The unique talents, skills, and time contributed by our volunteers help many newcomers we served 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.

Total number of unique client served : 8954

Top 10 ethnicities served



Client served- by age





### Our Achievement



ASSIST Community Services Centre

## Funders 2025 | 2026

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 and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada



Employment and Social Development Canada

Emploi et Développement social Canada

### Downtown Office

9649 – 105A Avenue  
Edmonton, AB T5H 0M3  
Phone: (780) 429-3111  
Fax: (780) 424-7837  
Email: [info@assistcsc.org](mailto:info@assistcsc.org)

### LINC Office

820 Saddleback Road NW  
Edmonton, AB T6J 4W4  
Phone: (780) 429-3112  
Email: [lincsw@assistcsc.org](mailto:lincsw@assistcsc.org)

### Southwest Office

Unit 2, 810 Saddleback Road NW  
Edmonton, AB T6J 4W4  
Phone: (780) 429-3119  
Email: [info@assistcsc.org](mailto:info@assistcsc.org)