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The Calgary Chinese Elderly
Citizens' Association



疫情恢復之旅和重新認證
Journey to Post-Pandemic Recovery
and Accreditation Re-certification

2023年報 Annual Report



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耆英會的成就 — 疫情恢復之旅和重新認證

疫情後的恢復和重新認證是我們2023年的工作重點，耆英會已經恢復實體活動，並繼續提供混合模式的活動，作為加強長者參與的介入策略。去年，我們舉辦了7次社區合作活動、16次社交和5次節日慶祝活動，共服務2,800人次。每週有超過500名華裔長者到本中心參加4個關懷小組和9個興趣小組。參加者表示透過參與中心活動，可提高他們的社交生活質素，並能保持活躍和聯繫。他們認為本中心是他們的聚腳基地、去分享經驗、學習新技能、擴大社交網絡和幫助朋輩。

在疫情過後，心理健康問題成為許多華人關注的主要議題。耆英會在預防社區和個人層面的心理健康上發揮了積極主動的作用。我們成功完成了5個關於正念、放鬆、甜睡和自我照顧的社會心理小組，舉辦了一個「愛自己」的自我照顧技巧電台廣播節目，並舉辦了28個健康和保健講座，有740位參加者受惠。這些心理健康項目得到了社區的好評及參加者都一致讚好。

2023年的另一項重大成就便是耆英會成功重新認證，成為符合國際公認標準的認可耆英中心。這是我們自2017年以來的第三次認證，由康復設施認證委員會派出兩名評估員進行調查。耆英會成功獲得了三年認證獎狀，這足以證明我們的服務是有價值、質素和影響力，亦有效地改善了我們客人的生活。評估員對耆英會印象深刻，並給予我們高度的讚揚：

「耆英會以高水平達到認證標準。耆英會為其客人提供卓越的服務。領導層在為長者提供服務方面的知識淵博，並且充滿熱情。服務以人為本，能反映每位客人的需求和喜好，重點將客人與社區資源聯繫起來，能全面地提供服務。」

展望未來，在亞省健康老化計劃的資助下，耆英會將繼續為華裔長者提供重要的社區和家庭支援服務，包括現有的交通接送和家居維修服務，並新辦服務如家居清潔和照顧者支援小組等。這些服務對於幫助長者延長在家安老非常重要。此外，本著持續改進的精神，我們會用社區復原撥款來提升和加強我們的義工管理系統。我們聘請了一位經驗豐富的顧問來重新檢視流程，包括從招募、迎新、安排任務，到持續參與、培訓、嘉許和挽留人才，再到義工資料庫管理等。我們已經制定了策略大綱和業務計劃，下一步是在2024年試行新的流程和系統。對於一個基層機構而言，義工招募和管理是非常重要的，義工是我們最重要的資產，他們可使我們能夠透過提升服務的運作、質素和成效，去擴闊服務範疇及影響力。

我們對2023年的成就感到非常自豪，如果沒有我們的員工和義工的辛勞和奉獻，這些成就是不可能實現的。對於您們，我們致以最深切的謝意。我們也想藉此機會向耆英會理事會成員、客人、撥款機構和其他持份者表示衷心感謝，感謝他們的領導、支持和指導，使我們能夠繼續在卡城及其他地區為華裔長者及其家人提供有效的服務。



Accomplishment – Journey to Post-pandemic Recovery and Accreditation Re-certification

Post-pandemic recovery and accreditation re-certification are our highlights in 2023. CCECA has resumed in-person programs and continued to offer hybrid programs as an intervening strategy to increase the community participation of Chinese older adults. In the past year, we hosted 7 collaborative community events, 16 social events and 5 festival events, with a total of over 2,800 client contacts. Over 500 Chinese older adults came to our Centre weekly to join our four support groups and nine interest groups. Our beneficiaries reported that they had increased social well-being and could stay active and connected through participating in our programs. They perceived our Centre as a community hub for them to gather, share experiences, learn new skills, expand their social networks, and help their peers. Mental health issues have become a main concern for many Chinese people during this post-pandemic period. CCECA has taken a proactive role in preventing issues related to mental health at the community and individual levels. We successfully completed five psychosocial groups on mindfulness, relaxation, sweet sleep, and self-care practices, hosted a “Love Yourself” radio program that offered self-care tips, and organized 28 workshops on health and wellness, benefiting over 740 participants in total. These mental health programs were well-received by the community and participant feedback was unanimously positive.

Another major achievement in 2023 was CCECA’s successful re-certification as an accredited senior-serving Centre that meets internationally recognized standards. This was our third accreditation survey since 2017, conducted by two surveyors from the Commission on Accreditation for Rehabilitation Facilities (CARF). CCECA successfully obtained our three-year accreditation award, which strongly evidenced the value, quality and impact of our services that effectively enhanced the lives of the population we serve. The surveyors were highly impressed with CCECA and gave us a sparkling compliment:

“CCECA demonstrated substantial conformance to the accreditation standards. CCECA provides remarkable services to its clients. Leadership is very knowledgeable in providing services to older adults and does so with great passion. Services are person-centered and reflect the needs and preferences of each client. The focus on connecting clients to resources in the community provides a holistic approach to service provision.”

Moving forward, with funding received from Healthy Aging Alberta, CCECA will continue to provide valuable community and home support services to Chinese seniors, including our existing escorted transportation and handy person services, and pilot new initiatives such as housekeeping services and caregiver support groups. These services are crucial to assist seniors to age in place for as long as possible. Additionally, in our spirit of continuous improvement, we are continuing to build capacity through upgrading our volunteer management system with the Community Recovery funding received. We have hired an experienced consultant to re-examine the process from recruitment, orientation and arranging volunteer tasks, to ongoing engagement, training, recognition, and retention, to digital volunteer database management. A strategic plan and a business plan have been compiled, and our next step is to pilot the new process and system in 2024. Investing in volunteer recruitment and management is paramount as being a grassroots organization, volunteers make up our biggest asset and empower us to significantly increase our reach and impact through enhancing our service delivery, capacity, quality, and outcomes.

We are very proud of our 2023 accomplishments, and they would not have been possible without the hard work and commitment of our staff and volunteers. To you, we owe our deepest gratitude. We would also like to take this opportunity to express our sincere appreciation to our CCECA board members, clients, funders and other stakeholders for their leadership, support, and guidance, which has enabled us to continue to provide impactful services to Chinese older adults and their families in Calgary and beyond.



一線曙光「排華法」下的生活

“Commemoration – Glimpse of Life Under Chinese Exclusion Act” Project

2023年，是加拿大《中國移民法》（又稱為《排華法》）頒佈一百週年。這項法案於1923年7月1日通過，幾乎禁止所有中國移民進入加拿大。這項政策一直持續，直到1947年被廢除。此計劃的目的是認識受《排華法》影響下的華人所作出的貢獻，並幫助下一代更好地了解中國移民在加拿大的歷史。計劃包括啟動和分享日、電台廣播劇、紀錄片製作、兩個展覽和研討會。這計劃與卡城開平會館和加拿大中文電台合作，由卡城市政府資助。廣播劇的劇本是根據受《排華法》影響家庭的真實故事所改編。計劃於2023年7月1日進行啟動，介紹了《排華法》的歷史及由受影響家庭分享經歷。廣播劇於2023年11月首播，並將於2024年重播兩次。紀錄片製作、兩個展覽和研討會將於2024年舉行。這項計劃見證了加拿大華人社區逆境自強的能力，以及他們在面對挑戰時保存自己文化遺產和歷史的努力。我們希望更多人了解《排華法》，以及如何於將來一起努力捍衛我們的權利。



2023 marks the 100th anniversary of the Chinese Immigration Act, also known as the Chinese Exclusion Act, in Canada. The act was passed on July 1, 1923, and prohibited the entry of almost all Chinese immigrants to Canada. The policy remained in effect until its repeal in 1947.

The objective of the project is to recognize the contributions of those affected by the Exclusion Act and help the next generation better understand the history of Chinese immigrants in Canada. The project included a kick-off and sharing day, radio drama broadcasting, the production of a documentary, two exhibitions and seminar days. The project is in partnership with the Calgary Kaiping Association and Fairchild Radio, funded by The City of Calgary.



The drama script was based on true stories of families that were impacted by the Act. The project was kicked off on July 1, 2023, with the introduction of the Exclusion Act and sharing by impacted family members. The first radio broadcast was in November 2023 and will be repeated twice in 2024. The documentary production, two exhibitions, and seminar days are scheduled for 2024.

This project is a testament to the resilience of Canada's Chinese community and their efforts to preserve their cultural heritage and history despite the challenges they faced. We hope more people can learn about the Exclusion Act and how we can work together to uphold our rights in the future.

義工數碼管理及科技支援項目

Volunteer Tech-Connect and Support Project

這項目旨在使耆英會的義工管理更現代化及數碼化，由招募和培訓到義工參與和精神健康支援。此項目聘請了顧問來制定策略計劃，並記錄全新數碼化義工管理項目的推行，包括確定實施途徑、目標和核心優先次序。通過此項目，我們建立不同的數碼平台，如網上義工登記系統、WhatsApp 通訊群組和電子通訊，去提高義工管理的能力，從而用數碼科技增強與義工的聯繫。我們能夠通過有效的數碼化渠道與義工分享資訊、培訓機會和活動公佈。大多數義工都是對科技知識有限的長者，有部分更對學習新科技抱有抗拒態度。在疫情之前，數碼科技並非必要的，但疫情期間的孤獨情況突顯了數碼化的必要性。通過提供一對一培訓課程，我們幫助那些科技知識有限的義工學習如何使用電子設備，使他們能夠參加網上會議和工作坊。此外，我們為義工引入一個精神健康支援計劃，讓他們具備自我照顧的能力，改善他們的福祉。這樣亦提高了耆英會義工的效率和韌力，增強了他們面對生活及工作中挑戰的能力。

This project aims to modernize and digitalize our volunteer program, from recruitment and training to engagement and mental health support for volunteers. The project hired a consultant to develop a strategic plan and document the implementation of a new digitalized plan for volunteer management, including identifying implementation pathways, goals, and core priorities. Through this project, we increased the capacity of our volunteer program through the creation of different digital platforms such as volunteer databases, WhatsApp groups, and e-newsletters to enhance the digital connection with volunteers.

We were able to share information, training opportunities, and program announcements with volunteers through an effective digitalized pathway. Most of our volunteers are seniors who have limited digital literacy and some have resistance to learning new technology. Before the pandemic, digital skills were not required but isolation during the pandemic highlighted the necessity of digitalization. With the provision of one-on-one training sessions, we engaged volunteers with limited technology literacy to learn how to use digital devices, and they were able to attend online meetings and workshops. In addition, we introduced a mental health support program for our volunteers to equip them with self-care skills to improve their well-being. This has increased the effectiveness and resilience of our volunteers and enhanced their capacity for handling challenges in life and work situations.



創新項目 - 銀髮好聲音

Innovative Programming - Silver Hair Singing Contest

於2023年9月，我們首次舉辦「銀髮好聲音」歌唱比賽。這是為長者和其他社區人士設計的創新項目，不論年齡都可以展示他們的潛力和歌唱才華。我們在初賽中有33位參賽者，前十名進入決賽，爭奪冠軍。比賽吸引了220多名來自社區的觀眾。透過這場比賽，我們讓長者發掘自己的歌唱潛質和能力，提高了他們的社區歸屬感、人生目標和社區聯繫。此項比賽充滿娛樂性、令人喜樂和興奮。我們深受表演者的勇氣、熱情和投入所鼓舞和感動，他們通過歌唱表演取得了信心。此比賽帶出深遠的影響，包括能提高長者動力去參與富創意及醒神的活動，從而提升其幸福感，並透過聚集不同年齡組別和背景的人在一起，運用音樂這個通達語言去增強社會聯繫和凝聚力。

The Silver Hair Singing Contest was introduced in September 2023. It was an innovative program for older adults and other community members regardless of age to showcase their potential and talent in singing. We had 33 contestants in the preliminary round, and the top ten entered the final round to compete for the championship. The contest attracted an audience of over 220 from the community. Through this contest, we created an opportunity for older adults to discover their potential and ability in singing, and increased their sense of belonging, purpose, and connection with the larger community. The contest was full of entertainment, joy, and excitement. We were inspired and moved by the charming, courageous, and engaged contestants who gained confidence through vocal performance. The impact of the contest is far-reaching, including the increased motivation of older adults to engage in creative pursuits and mentally stimulating activities that enhance their well-being, as well as increased community connection and social cohesion through bringing together people from diverse age groups and backgrounds with the universal language of music.



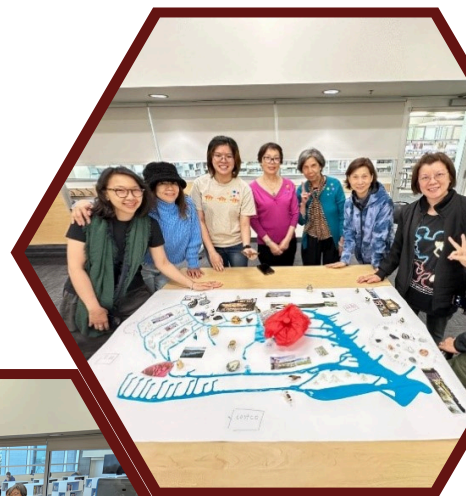
全新關懷小組 – 城北全景山社區

New Support Group in the Northern Hills Community



建立關懷小組是耆英會的活動策略之一，用以連繫華裔長者、建立長者之間的關係達致正面社會聯繫。由於居住於北區華裔長者的需要日益增長，我們於 2023 年初在全景山社區成立了一個全新的關懷小組。這是我們的第五個關懷小組，另外三個小組設於耆英中心，一個在愛住民社區。關懷小組為長者創造出一個友好相聚場所，讓來自當區的長者可以互相交流並獲得鄰舍支援。耆英會成功招募了一批來自不同背景、有熱情的居民作為義工，包括退休人士、學生和專業人士。義工為孤立無援的長者提供訊息和支援，同時為我們的關懷小組帶來寶貴的技能 and 創新的想法。通過義工和長者的參與，我們正在建設一個更強大、更具包容性的社區，讓每個人都能茁壯成長。

Connecting Chinese older adults, and building relationships and positive social ties among older adults through the formation of support groups, is one of our programming strategies. Given the growing needs of Chinese older adults from the Northern Hills communities, we started a new support group in Panorama Hills in early 2023. This is our 5th support group, in addition to the one in Edgemont and three centre groups. It creates a new and welcoming gathering place for older adults to make new friends and get support from their local neighborhood. We have successfully recruited as volunteers a group of passionate residents who are retirees, students, and professionals from diverse backgrounds. Volunteers play a vital role in providing mentorship and support to the isolated seniors, while also bringing valuable skills and innovative ideas to our program. Through the involvement of volunteers and senior participants, we are building a stronger, more inclusive community where everyone can thrive.



重啟保健中心及長者健身室

Resuming Wellness Centre and Fitness Room Programs

在2023年，耆英會在提升社區長者身心健康方面取得重大的進展。建基於我們過往推展保健中心的成功經驗，我們開展了由義務護士負責，每兩星期一次的個人身體檢查及一對一健康諮詢服務。此外，我們重新開放長者健身室，供長者鍛煉和使用健身器材。

去年，我們舉辦了9次保健中心活動，共123服務人次，提供了28次健康講座，共549服務人次。我們亦舉行29次健身室活動，共85服務人次，培訓了16位義工來支援不同的保健活動。這些保健活動突顯了我們努力促成長者豐盛健康生活的承諾，同時培養了一個具支援性和包容性的社區環境。展望未來，我們將繼續與專業醫護人員、義工和社區人士合作，以持續保健計劃去滿足華裔長者及社區人士日益增長的需要。

In 2023, we made a significant stride in enhancing the physical and mental wellness of seniors in the community. Building on our previous success in running the wellness centre, we resumed in-person activities such as bi-weekly medical checkup sessions and one-on-one medical consultation services by volunteer nurses. Besides, we reopened our fitness room for seniors to exercise and use the fitness equipment.

In 2023, we conducted 9 wellness centre sessions with 123 client contacts, provided a total of 28 health and wellness talks sessions with 549 client contacts. We offered 29 fitness room sessions for 85 client contacts, and trained 16 volunteers to support various wellness initiatives. These initiatives underscore our commitment to empowering seniors to lead healthy and fulfilling lives while fostering a supportive and inclusive community environment. Moving forward, we will continue to collaborate with healthcare professionals, volunteers, and stakeholders to sustain the wellness initiatives to meet the emerging needs of our Chinese older adults and community.



與加拿大精神健康協會合作

Collaboration with the Canadian Mental Health Association

加拿大精神健康協會自 2016 年起與我們成為合作夥伴。其中一個服務重點是讓華裔社區更易接觸到一些主流社會的精神健康項目。於 2023 年，有 25 名社區人士參加了一個提高精神健康意識的工作坊。參加的義工表示，這個工作坊提高了他們對精神健康的認識，並強化了他們的助人技巧。加拿大精神健康協會的「復原學院」開辦了兩個課程，一個是關於睡眠，另一個是關於焦慮；我們將課程手冊翻譯成中文，並為參與者提供中文傳譯。一位參與的長者表示：「我喜歡小組中的互動，也學會了新方法來改善自己的睡眠質素和健康。」與加拿大精神健康協會緊密合作，有效地提高社區對精神健康重要性的認知，並成功集結華裔社區一起去增進長者的精神健康。

The Canadian Mental Health Association (CMHA) has been our partner since 2016. One of our focuses and service priorities is to make broad-based mental health programs accessible to the Chinese community. In 2023, 25 community members participated in the Mental Health Week awareness workshops. Our volunteers shared that the event raised their awareness of mental health concerns and enhanced their helping skills. The Recovery College of CMHA offered two courses, one on sleep and the other on anxiety; we translated the course handouts into Chinese and provided interpretation to Chinese participants. One of our senior participants remarked: "I enjoyed the group interaction, and I learned new strategies to improve my sleep and my well-being." Working closely with CMHA, we have effectively raised awareness about the importance of mental wellness, and successfully rallied the Chinese community to work towards enhancing the mental well-being of older adults.



美善囑福計劃

Palliative and End of Life Care Program

此計劃的目標是為那些需要為善終或喪親作預備的人提供支援，以強化他們的心理和社交健康。在2023年，我們開展了一個照顧者支援小組，為11名家庭照顧者提供情緒和朋輩支援。透過這個小組，照顧者更深入了解患病家庭成員在身體、心理、社交和靈性各方面的不同需要。我們舉辦了一個哀傷支援小組給8位客人，幫助他們得到自我照顧的能力和互相支持。支援小組為他們提供一個平台，讓他們分享經驗，共同一起減輕照顧者的負擔。透過一對一的「善終預備諮詢服務」，幫助了30位長者或家屬，分享本地安寧及紓緩護理和善終服務的資訊，去為自己的善終作好準備。此外，我們的社工提供了個人哀傷支援服務去協助30位客人（包括長者及其照顧者），以滿足他們需要情緒支援去面對喪親之痛。這計劃在卡城和華人社區均是獨一無二的，這證明它是一個在支援弱勢長者及其家人取得善終預備服務的寶貴計劃。



The objective of the program is to provide support to those in need of end-of-life preparedness and grief assistance, to enhance their mental and social well-being. In 2023, we ran a caregiver support group to provide emotional and social support to 11 family caregivers. Through this group, caregivers gained a deeper understanding of the diverse needs of sick family members in the physical, psychological, social, and spiritual aspects. We also offered a grief support group for 8 clients to equip them with self-care skills and mutual support. Our support groups provided a platform for clients to share experiences and alleviate caregiving burdens collectively. With the provision of one-on-one consultation for end-of-life preparedness, we helped 30 clients to get prepared by sharing information on local palliative care and end-of-life services. Furthermore, our social worker offered individual grief support counseling to 30 clients, which included older adults and caregivers, who required emotional support to cope with bereavement. This program is unique and one-of-a-kind in the Chinese community and in Calgary. It has proved to be a very valuable program to support vulnerable seniors and their families in end-of-life preparedness.



外展服務客人故事 Outreach Services

山姆，一名卡城獨居長者，一直居於市內一個出租單位。不幸的是，他今年被診斷出長期殘疾，這意味著殘疾將影響他的一生。然而，他的殘疾不止影響他的身體健康情況，更影響了他的記憶，令他的情況變得更嚴重。他甚至因為沒有持續的收入，連居住的單位都失去了。面對這突如其來的生活轉變和創傷，山姆感到痛苦和情緒低落，身體和精神健康的轉變令他充滿了挫折、恐懼和焦慮的情緒。由於他在卡城沒有其他家人和朋友，令他感到特別的孤獨、無助和絕望。

在與山姆會面並了解他的困境後，耆英會的外展員聯繫了醫院的職員和其他社區資源，為山姆提供實際援助，這包括制定復康計劃、申領經濟補貼和申請輔助性住房。外展員與山姆討論了選項，處理必要的文書申請，並因應他的特殊需要爭取加快相關福利的處理和批核，以減輕他的困難。考慮到山姆的困難，外展員提供了翻譯服務，使山姆能夠在與政府職員的面談中有效地表達他的需要。透過與醫院職員的合作，外展員最終成功幫助山姆獲得了合適的輔助性住房，使他能夠在輔助性住房中繼續康復過程。

山姆非常感激外展員在他最困難的時期提供鼓勵、陪伴以及實際的幫助，幫助他重建生活。他在進入新的人生階段時重新找到了希望和安全感。他意識到將來還有許多不同的挑戰，但他不再感到孤單或無助，因為他知道當他需要建議、實際幫助或情緒支援時，他隨時可以向耆英會尋求幫助。

Sam, an isolated senior, had all along been living independently in a rental unit in Calgary. Unfortunately, he was diagnosed with a long-term disability this year, meaning that he would have to face a lifelong challenge. His situation got worse as his memory was affected by his disability, and he even lost his place to live because he no longer had sustainable income. Sam became distressed and emotional and was filled with frustration, fear and anxiety facing this sudden trauma in life. He felt alone, helpless and hopeless as he has no family or other support networks in Calgary. After meeting with Sam and learning about his dire situation, CCECA's outreach worker connected with hospital personnel and other relevant resources to explore and secure practical help for Sam, which included a rehabilitation plan, financial subsidies, and long-term supportive housing. The outreach worker discussed the options with Sam, took care of the necessary paperwork, and advocated for expedited processing and approval of relevant benefits to help alleviate his hardship. In light of Sam's language barrier, the outreach worker provided interpretation services to enable Sam to effectively communicate his concerns during appointments with government officials. In collaboration with hospital personnel, the outreach worker finally succeeded in helping Sam secure suitable long-term supportive housing that would allow him to proceed with his rehabilitation process in the care facility.

Sam is extremely grateful that the outreach worker has come alongside him during the most difficult time and provided him with encouragement, companionship, as well as practical assistance to help him rebuild his life. He has found new hope and a sense of security as he transitions into a new phase of life. He realizes that there are many challenges ahead of him but he no longer feels alone or helpless as he knows that he can always reach out to CCECA whenever he needs advice, practical assistance or emotional support.



老人日間護理服務客人故事 Adult Day Program

B女士丈夫於2018年診斷為腦退化症。他不只有記憶力下降的問題，而且還出現很多不同的異常行為，如不肯洗澡，把食物藏在房間裡，以及編造虛假故事等等。B女士作為丈夫的主要照顧者，她每天面臨重重挑戰，承受著巨大的壓力。

2019年，B女士的丈夫開始每週參加耆英會的特別需要小組。他非常喜歡小組各項活動並積極參與，與工作人員相處得很開心。這安排給予B女士所需的釋放，同時工作人員還教育她有關腦退化的知識和她一起制定針對性的護理方案。此外，B女士也加入了家人互助小組，在那裡她與其他有共同經歷的家人一起分享照顧者的酸甜苦辣。

令人遺憾的是，B女士的丈夫在家中摔倒，不得不轉到護理院。在這個艱難時期，工作人員和家人互助小組給予B女士無微不至的幫助。B女士深深地感激他們待她如家人，幫助她渡過艱苦的旅程。

B女士感恩自己得到的支持，為了回饋耆英會及特別需要小組，去年開始在耆英會做義工，支援那些需要幫助的人。她特別感激工作人員一直以來提供的支持和服務，在這個照顧家人的艱辛旅程中一直與她同在。同時，在生活的新階段中，她很開心學到新的技能，可以幫助到社區中的那些同路人。

Ms. B has been the primary caregiver for her husband since he was diagnosed with dementia in 2018. Along with memory loss, her husband also displays challenging behaviors such as fabricating stories, hiding food around the house, and resistance to personal care activities like showering. These difficulties have placed a tremendous amount of stress on Ms. B, who struggled to provide the necessary care for her husband.

In 2019, Ms. B's husband started attending the CCECA Adult Day Program once a week. He thoroughly enjoyed his time there, engaging with the staff and participating in various activities. This provided Ms. B with much-needed relief. Moreover, the staff offered Ms. B dementia education and resources, and helped her develop effective care strategies. Additionally, Ms. B joined a Caregiver Support Group where she found solace in sharing her experiences with others who faced similar challenges.

Unfortunately, Ms. B's husband later had a fall at home and had to be moved to a long term care facility. Throughout this difficult transition, Ms. B received invaluable support from the program staff and fellow members from the Caregiver Support Group. She considers them her second family and is deeply appreciative of their assistance during the difficult journey of caring for her husband.

Motivated by her positive experiences, Ms. B began volunteering for CCECA last year to give back and contribute to the organization. She is grateful for the ongoing support and companionship provided by the program staff, who have walked alongside her throughout this challenging caregiving journey. She is happy about learning new skills to cope with this new phase in her life, and has found much gratification through serving other needy peers in her community.



社區同行大使客人故事

Chinese Community Helpers Program



K女士已經結婚30年，與丈夫B先生有著很好的關係。不幸的是，B先生最近跌倒受傷，出院後轉送到護理中心。當知道B先生不能再回家時，K女士感到沮喪，她的悲傷和壓力嚴重影響了她的睡眠。耆英會的社工去探訪她，給予她鼓勵和安慰，並安排了一個有效的方法，幫助她去面對新挑戰。社工安排了兩名朋輩義工定期去探訪K女士，以減輕她的孤獨感，給予情緒支援及在日常生活中提供實際的援助。K女士現在已經學會適應新生活，變得更加獨立。由於朋輩義工給予她真誠的關懷和友誼，這幫助她擴闊了與華人社區的社交支援網絡，使她的精神健康也有著明顯的改善。

Kathy has been married for 30 years, and has a great relationship with her husband, Ben. Unfortunately, Ben had a fall recently and was transferred to a care centre after being discharged from the hospital. Kathy felt dejected when told that Ben was no longer able to go home, and her grief and stress greatly affected her sleep. CCECA's social worker visited Kathy to provide encouragement and consolation, and devised an effective intervention plan to help Kathy handle the new challenges she had to face. The social worker arranged for two peer volunteers to visit Kathy on a regular basis to alleviate her loneliness, offer emotional support, and provide practical assistance with her daily living. Kathy has now learned to adapt to her new living situation and has become more independent. Her mental wellness has also been significantly improved, as the peer volunteers offered her genuine care and friendship and helped expand her social support network in the local Chinese community.



長者家居維修服務客人故事 Volunteer Handy Person Program

我們接到了客人Z先生的電話，是關於廚房水龍頭漏水的問題。漏水問題本身不難修理，但在這種情況下，尋找零件卻是個挑戰。雖然我們可以在網上訂購零件，但成本很高。在進行了一些資料收集後，我們的維修義工發現原來水龍頭是有永久保養。於是，維修義工花了寶貴的時間和精力去與製造商進行協商，要求他們免費提供所需的零件。

三週後，零件終於送到，義工成功修好水龍頭。Z先生的水龍頭現在彷彿如新的一樣，而他一毛錢的維修費也不用花。客人對維修義工不辭勞苦，用最好的解決方法去幫助他，深表感激。

Our program received a call from a client, Mr. Z, about a leaking kitchen faucet. The problem itself was not difficult to fix, but securing the parts proved to be a challenge in this case. It was possible to order the parts online but the cost was high. After doing some research, our volunteer handy person found out that the faucet actually had a lifetime warranty. Our volunteer then invested precious time and energy negotiating with the manufacturer, requesting them to provide the needed parts for free. The parts finally arrived after three weeks, and the volunteer successfully fixed the faucet. Mr. Z's faucet is now good as new, and at no cost to him. He is very grateful that the volunteer went an extra mile to help him resolve his problem in the best possible way.



社區及家居支援服務

Community & Home Support Services

2024年，耆英會很興奮將會推出一個專為華裔長者而設的社區及家居支援計劃，這計劃由亞省健康老化計劃資助。整體計劃包括六個部分：包括家居維修、交通接送及醫療傳譯、義工友善探訪、精神健康教育及小組、照顧者支援小組和家居清潔。我們致力培養一個孕育的環境，讓長者可以在尊嚴、逆境自強的生活中，實踐於社區居家安老的目標。我們重點關注50歲或以上華裔長者及其家人、照顧者的需要，優先服務那些有經濟困難、資源有限和社交孤獨的人士。旨在於華裔社區內建立有意義的聯繫，提供必要的幫助，以堅定不移的使命、關愛和支持來促進長者的整體健康。

In 2024, we are excited to launch our Community Home Support Program for Chinese older adults, funded by Healthy Aging Alberta. This comprehensive program includes six initiatives: Volunteer Handy Person Program, Escorted Transportation and Interpretation Services, Volunteer Friendly Visiting Program, Mental Health Education and Wellness Group, Caregiver Support Group, and Housekeeping Services. We are committed to fostering a nurturing environment where aging individuals can thrive with dignity and resilience, and achieve the goal of aging in place in the community for as long as possible.

Our focus is to address the diverse needs of Chinese seniors aged 50 and above, alongside their families and caregivers. By prioritizing those who face socio-economic challenges, limited access to resources, and the risk of social isolation, we aim to create meaningful connections and provide essential help within the Chinese community to cherish seniors with unwavering dedication, community care and support to increase their overall well-being.



2023 服務統計

2023 at a glance (Statistics)

服務使用者人數
No. of Clients: 5,509

會員人數
No. of Members: 2,438

全年服務總人次
TOTAL CLIENT
CONTACTS

146,785

社交康樂活動

Social & Recreational Programs



55,953

卡城長者服務 - 外展服務

The Way In - Calgary Older Adult Services



42,727

文教活動

Educational Programs



25,085

健康保健活動

Health & Wellness Programs



3,497

社區同行大使

Chinese Community Helper Program



7,334

長者好鄰居

Senior Neighborhood Network (SenNet)



3,689

長者日間護理 (特別需要小組)

ADP (Special Needs Support Group)



4,117

義工支援

Volunteer Program



262

長者家居維修計劃

Volunteer Handy Person Program



409

美善囑福計劃

Palliative and End of Life Care Program



1,568

交通接送及醫療傳譯

Escorted Transportation & Medical Interpretation



2,144

2023 義工服務統計 VOLUNTEER SERVICE STATISTICS

義工服務小時
Total Volunteer
Hours



20,726

活躍義工人數
Active Volunteers
Number



377

2023 營運收支表

Statement of Operations

2023 營運收支表 Statement of Operations

2023 年 12 月 31 日 Year ended December 31, 2023

	2023	2022
REVENUE 收入	\$	\$
Funded programs 撥款活動	1,487,314	1,328,138
Other income 其他收入	362,004	337,666
Donation and fundraising 捐款及籌款	269,818	144,158
General programs 一般活動	245,159	103,896
Membership dues 會員費	49,281	43,631
Casino 賭場撥款	45,427	27,510
Amortization of contributions related to capital 延後資產注資減值	30,551	46,895
Rental income 租金收入	3,960	3,304
Longevity 長壽組	(8,921)	12,187
	2,484,593	2,047,385
PROGRAM EXPENSES 活動支出		
Funded programs 撥款活動	1,487,314	1,328,137
General programs 一般活動	309,591	144,672
Amortization 折舊	32,585	47,724
Longevity 長壽組	(8,921)	12,187
	1,820,569	1,532,720
	664,024	514,665
GENERAL AND ADMINISTRATION EXPENSES 一般及行政支出		
Wages and benefits 薪金及福利	266,034	184,006
Office and administrative 辦公室支出	184,547	144,667
Fees charged to funded programs 撥款轉入	(37,380)	(37,380)
	413,201	291,293
EXCESS OF REVENUE OVER EXPENSES FROM OPERATIONS		
全年度盈餘扣除營運支出	250,823	223,372
OTHER EXPENSES (INCOME) 其他支出 (收入)		
DONATION TO OTHER CHARITIES 捐款給其他慈善機構	(3,900)	-
CANADA EMERGENCY WAGE & RENT SUBSIDY 加拿大緊急工資和租金補助	-	19,606
EXCESS OF REVENUE OVER EXPENSES 全年度盈餘	246,923	242,978

第25屆理事會名單

The 25th Board of Directors (2023-2024)

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林李美玲 Claudia Lam

副會長 Vice President

駱偉文 Michael Lok

秘書 Secretary

廖樹生 Vincent Liu

姜培傑 David Keung

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上屆會長 Immediate Past President

王吉伶 Aldous Wong

社會事務顧問 Social Services Advisor

鮑胡嫻儀 Teresa Woo Paw

撥款機構 Funders



Funded by the Government of
Canada's New Horizons for
Seniors Program



排名不分先後 Not in particular order

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歡迎慷慨捐助，惠及老人。

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**Calgary Chinese Elderly
Citizens' Association - CCECA**