



卡城華人耆英會 2016 年報

Calgary Chinese Elderly Citizens' Association Annual Report 2016

Accreditation Journey 認證旅程

In 2012, we were informed by our funder that we have to obtain accreditation in order to receive ongoing funding. In light of this, we sought information about various accreditation bodies and attended a presentation by CARF (Commission on Accreditation of Rehabilitation Facilities). After serious consideration, we decided to use the CARF standard because its focus on community based services aligns with our programs.

2012 年，撥款機構通知本會要取得認證證書才能繼續受到資助。有見及此，我們便向幾間公司索取資料，亦參加了一間 CARF 公司舉行的講座。經過慎重的考慮，我們決定選用 CARF，因為這間公司的社區服務重點和我們的服務是不謀而合的。



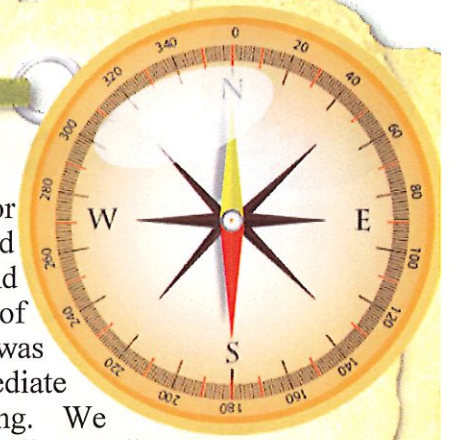
We proceeded to form an accreditation committee at the end of 2012, consisting of Board members and staff. We also hired a consultant to help us develop the framework and related policies and procedures. Unfortunately, due to the flooding in 2013, progress had stalled for almost a year. In early 2014, we reconvened the committee. We had not anticipated this to be such a huge project which required a total change of culture, practice, policy and procedures. As well, we needed to learn how to operate under a governance board. Although the accreditation committee met diligently on a monthly basis, progress was very slow.

在 2012 年底，我們成立了認證委員會，成員包括理事和職員。我們更聘請了一位顧問，協助制定架構和相關的政策以及程序。很不幸地，在 2013 年遭到洪水之災，這程序迫不得已暫停了差不多一年。在 2014 年初，認證委員會再次重新開始，我們萬萬估計不到這是一個如此龐大的項目，因為它需要將機構的文化、工作的方式、政策和程序作全面改變。此外，我們要學習如何在一個以監察式理事會的管理下運作。雖然認證委員會每月都有會議，但進度是非常緩慢。

A breakthrough happened when we secured funding to hire a designated staff in March 2015. In addition, our Department Managers and Executive Director started a leadership committee in January 2015 to lead the organization through the process. Policies were first discussed in the leadership committee to make sure it would work at the operational level. With the help of the designated staff, our policies have been revised and approved by the Board one by one. Moreover, we have set up a formal human resources system to be in charge of recruitment, training, staff record and payroll.

在 2015 年 3 月，我們終於有了一個突破，便是獲得撥款以聘請一個專責的職員。除此以外，於 2015 年 1 月，各部門經理和總幹事成立了一個職員領導委員會，帶領這個認證項目的運作。政策會首先由職員領導委員會討論，確保於運作上是可行的。專責職員便編寫和修改政策，然後提交理事會審批。再者，是建立了正式的人力資源系統，負責招聘、培訓、員工記錄及計算薪金。





Our journey continued with a plethora of challenges along the way. For example, our computer server was too old to operate and much effort had been invested in changing to a new server with better security measures and separate network drive that cater to the different roles and responsibilities of our staff. Additionally, we faced staff turnover in late 2015, and progress was slowed down for a few months as we focused on dealing with immediate operation issues. In 2016, we had spent significant time on staff training. We needed to complete all the required trainings using different formats, including on-line, face to face and self studies. We also had to write a number of tests to prove competency in specific areas, such as WHMIS (Workplace Hazardous Materials Information System) and emergency preparedness.

我們的旅程繼續面對很多挑戰，例如我們的電腦伺服器已經太舊，無法運行，所以使用了大量的資源來更換具有更好的安全裝備的新伺服器，它可根據員工的職責，分配獨立的網絡文件檔。還有在 2015 年底又遇上員工流失，使我們的旅程必須暫停以處理即時工作上的問題。在 2016 年，我們花了很多時間在員工培訓上，因為需要完成所有指定的訓練，我們使用不同的方式，如網上、面對面的培訓和自修等。我們還要通過考試以達到要求，例如工作場所危險物品資料系統(WHMIS)和危難準備須知。

Early this year, we started to work on answers to the accreditation workbook. We had many hours of discussion in our leadership meetings in order to arrive at the best answers and refine our practice to meet the standard. All these discussions were very useful for ensuring that we are people centered and provide the best possible services. Staffs of the two chosen programs (The Way In – Older Adult Services and Adult Day Program) to be accredited have been working extremely hard to make sure all the documentations and client files are ready for inspection.

今年年初，我們開始解答認證習作的問題，在職員領導委員會的會議上花了很多時間尋找最好的答案，改善我們的做事方式，以達到標準。所有的討論都非常實用，以確保我們的服務是以人為本，為客人提供最佳服務。那兩項需認證的服務-(卡城長者服務一路通和長者日間護理服務)的員工都非常努力地準備所有的文件和客人的檔案，確保於檢查前一切就緒。

Our accreditation survey will be conducted on April 27 and 28, a couple of days before our AGM. As we approach the end of the journey, I would like to take this opportunity to express my deepest appreciation to our Board of Directors, volunteers and staff, who have spent endless hours to make this happen. As well, special thanks go to our consultant for her patience and leadership. The joint efforts and contributions of everyone involved throughout this accreditation journey will never be forgotten because all of you have helped CCECA reach new heights. This is the start of a new era for CCECA as we have an enhanced framework in place to run an efficient and effective operation to meet the growing needs of an aging population. I look forward to showing off the accreditation award in our main floor lobby in 2017.

我們的認證調查將於 4 月 27、28 日進行，是在本會會員大會前兩天，隨著我們的旅程接近尾聲，我想藉此機會對理事、義工和職員表示深切的感謝，他們都花費了不少時間來完成這個項目。此外，特別感謝我們的顧問的耐心和領導，所有人在這個認證旅程中的努力和貢獻將永遠不會被遺忘，因為您們幫助耆英會更上一層樓，開始了一個新的里程。我們已擁有了一個更強大的架構，使我們的運作更有效率地滿足日益老化的人口需求。我期待在 2017 年的本會大堂向大家展示我們的認證獎狀。

Service Highlight 服務點滴

Support Group 關懷小組

About two decades ago, CCECA started to use a peer support model to promote mutual support and to strengthen relationships among Chinese older adults. Our goal is to reduce social isolation and enhance social inclusion in Canadian society. At present, we have 180 seniors in four support groups, one in Mandarin and three in Cantonese, of which one is in Edgemont Community Centre. Each group is led by volunteers and group leaders who plan and deliver activities weekly. After 20 years' hard work, this model has proven to be effective with very positive outcomes. In 2017, we plan to develop a new Mandarin group in NW Calgary.

耆英會早於二十年前已開始透過朋輩支持模式，提升華裔長者間的互助，強化他們的聯繫，目的是減低孤獨感和積極融入加拿大社會。現時，共有 180 位長者參加 4 個關懷小組，包括一個國語組和三個廣東話組，其中一個廣東話組設於愛住民社區中心，各小組均由義工或組長負責帶領及策劃每週活動。經過 20 年的努力，關懷小組的成效有目共睹。我們計劃於 2017 年於西北區增加一個國語組。

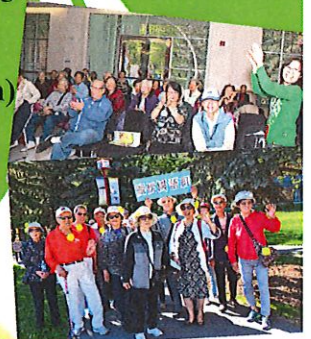


Support Group 1 (Friday)
關懷一組
(粵語 Cantonese)

Northwest Edgemont Support Group 4 (Monday)
西北關懷四組

Support Group 2 (Wednesday)
關懷二組
(粵語 Cantonese)

Support Group 3 (Tuesday)
國語關懷三組
(國語 Mandarin)



Our Volunteers 我們的義工

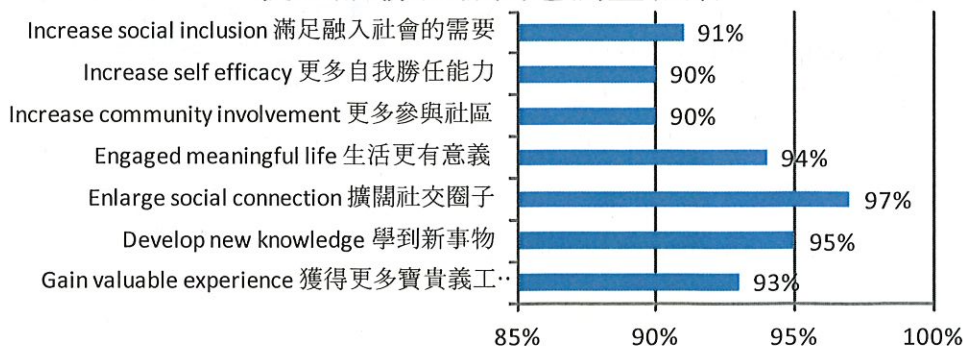
Volunteers are our most valuable assets and they play a key role in our daily operations. In 2016, we had 347 active volunteers providing services through the front desk, health program, visiting program, tax clinic, civic engagement, support groups, community helpers and other social/educational programs. They have contributed 19,214 hours to our seniors in 2016. We would like to take this opportunity to express our sincere appreciation of the selfless contribution of our volunteers who have made a difference in the lives of our seniors as well as to our services.

義工是耆英會最寶貴的資產，每天在本會運作上扮演一個很重要的角色。在 2016 年，我們有 347 位活躍義工，每天都提供支援服務，包括：接待、醫療服務、探訪、報稅、公民權益、關懷小組、社區朋輩支援、文教及康樂活動等等。單單是去年，他們付出了 19,214 個義工工時。我們藉此機會衷心感謝義工的無私奉獻，這不僅改善了華裔長者的生活，更加强本會的服務。



Outcome of Volunteering in CCECA Survey response

義工服務經驗問卷調查結果



Fort McMurray Wildfire 麥克默里堡山火

On May 1, 2016, a wildfire began southwest of Fort McMurray and then swept through the community, forcing the largest wildfire evacuation in Alberta's history. As a member of the Emergency Wellness Response Team, we deployed five staff to provide needed emotional support to evacuees in various reception centres. All our front line staff have training in Psychological First Aid and Skills for Psychological Recovery.

在 2016 年 5 月 1 日，在麥克默里堡的西南部發生了一場山火，它橫掃社區，成為亞省歷史上最大的山火疏散。作為緊急應變小組的成員，我們派出五名工作人員，到各個接待中心為災民提供情緒支援。我們所有的前線工作人員都有心理救急和心理恢復技能訓練。

New Services 新服務點滴

Chinese Community Helper Program 社區同行大使計劃

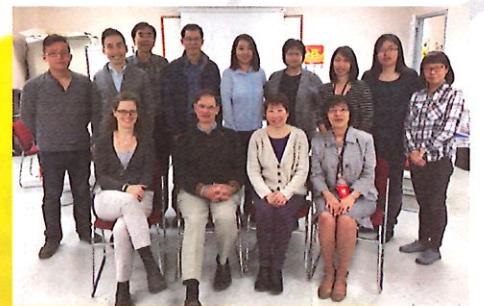
CCECA has a continued strong focus on seniors' physical and mental health. This year, we launched the Chinese Community Helpers Program, in collaboration with the Canadian Mental Health Association (CMHA), to reduce social isolation and increase social inclusion among isolated Chinese older adults. Our community helpers are trained volunteers who provide one on one peer support to these seniors in the form of home visits, telephone support and group activities. As of April 2017, we have trained 19 volunteers providing support to 25 seniors who are very happy to expand their social networks.



本會一向非常重視長者的身心健康。今年，我們與加拿大心理健康協會（CMHA）合作推出「社區同行大使計劃」，旨在減低華裔長者的孤獨感，增加融入社會。我們的社區同行大使是經過培訓的義工，他們以家訪，電話和小組活動的形式向孤獨長者提供一對一的朋輩支援。截至 2017 年 4 月，我們培訓了 19 名義工，為 25 名長者提供服務，他們對於擴大社交網絡，非常滿意。

CARERS 在家照顧腦退化症家人技巧訓練

CARERS is a program developed by the Mount Sinai Hospital (MSH) in Toronto. The goal is to provide support to family caregivers of seniors with dementia to resolve problems of caregiving. Through team sharing and learning problem solving and simulation skills, the caregivers gain a better understanding of the disease and learn proper ways of providing care to their family members. This in turn reduces stress and improves the quality of life of both parties. The program has received very positive feedback since its inception. We have completed five groups since 2012.



此課程源自多倫多西乃山醫院，旨在協助照顧者解決在家照顧腦退

化症家人時所面對的困難，透過小組分享和學習使用「問題解決技巧」和「角色扮演方法」，增加家人對腦退化症的認識和學習到適當的照顧方法，從而減輕照顧者在面對困難時的壓力和改善雙方的生活質素，這小組由舉辦至今備受好評。自 2012 年以來我們已經完成了 5 個小組課程。

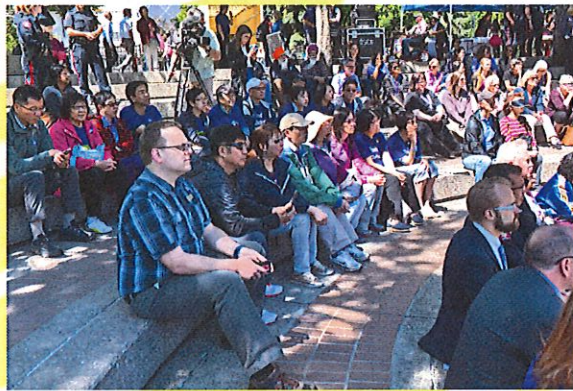
In 2016, our success brought funding from Alberta Health Services to deliver this program. In April 2017, two experienced Psychiatrists from MSH conducted three days of training to existing and new facilitators, a total of 9 staff members. Our plan is to run three groups in 2017: two in Cantonese and one in Mandarin.

在 2016 年，我們成功地獲得亞省醫管局的資助，再次提供此課程。2017 年 4 月，兩名來自西乃山醫院的精神科醫生，為一共 9 名新舊指導員提供 3 天的訓練。我們計劃在 2017 年再舉辦 3 個小組課程，兩個廣東話組和一個國語組。

Collaboration Programs 合作計劃

The Emotional Health Committee (EHC) 情緒健康委員會

The Emotional Health Committee (EHC) is a collaboration of ten organizations that promote awareness of emotional health in the Chinese community. The theme of the past year was promoting the importance of emotional health to get through the economic downturn and dealing with emotional stress during a tough time. There were workshops and skits, such as how to face difficulties as a couple and understanding stress and its management, etc. Participants expressed their appreciation of the opportunities to learn more.



情緒健康委員會是由十個機構組成的社區合作夥伴計劃，目的是促進華人社區的情緒健康。去年主題為「走出經濟低谷」，目的是讓社區人士了解經濟低迷可能造成的情緒壓力及應對。其中活動有工作坊和短劇，如：「正念夫妻面對逆境工作坊」，「大丈夫學堂：認識情緒與壓力管理」等。參加者表示非常感謝此等學習的機會。



情緒健康委員會
Emotional Health Committee

情緒健康應變系列 - 走出經濟低谷			
活動名稱	日期時間	舉行地點	報名查詢
正念夫妻面對逆境工作坊 (粵語、普通話)	2016.09.18 (星期日) 下午 1:00 - 3:30	卡城華人耆英會 111 Riverfront Ave., SW	電話: 403-265-8446 (卡城華人社區服務中心)
大丈夫學堂: 認識情緒與壓力管理 (粵語、普通話) 歡迎男士和女士參加	2016.10.01 (星期六) 上午 10 - 下午 12:00	卡城華人耆英會 111 Riverfront Ave., SW	電話: 403-714-7889 (卡城輔導中心, 梁先生)
「十級之痛」短劇 (粵語)	2016.10.08 (星期六) 下午 2 - 4:00	卡城華人耆英會 111 Riverfront Ave., SW	電話: 403-269-6122 (卡城華人耆英會) 請到書院會堂先報名
一人一族專劇之「經濟低谷」 (粵語)	2016.10.16 (星期日) 下午 2 - 4:00	卡城中心 (華埠五寶商場二樓)	名額: 40人 (必須預先報名) 電話: 403-133-8763 (卡城中心)
父母如何與青少年溝通 (普通話)	2016.11.19 (星期六) 下午 2 - 4:00	亞省愛心之家 107 5010 4 Street NE 121, 譚小姐 (卡城移民婦女中心)	電話: 403-263-4414 (亞省醫療服務局快線)
心理和行為健康: 常見問題解答 (粵語)	2016.09.16 (星期五) 上午 10:15-10:45	FM04.7	電話: 403-955-3486 (亞省醫療服務局快線)

如何面對患病恐懼? (粵語)
日期: 2016年10月4日 (星期六)
下午 1:30 至 2:45
舉行地點/查詢: 卡城華人耆英會
歡迎耆英家人參加

情緒健康委員會成員:
亞省醫療服務局卡城區
卡城社區青年精神健康委員會 - 龍校長家項目
卡城華人社區服務中心
卡城華人耆英會
卡城輔導中心
卡城移民婦女中心
卡城中心
卡城移民服務中心
新移民中心

免費

主辦機構: 亞省醫療服務局
贊助機構: 卡城華人耆英會

The Chinese Counselling Service 華語輔導服務

The Chinese Counselling Service is a pilot project launched in April 2016. It is a short-term counselling service designed to deal with personal, marital, family, children and interpersonal issues. The whole process is absolutely confidential and is provided by two Cantonese and Mandarin-speaking counsellors. As of February 2017, we have provided 58 hours of counselling services to 18 clients aged 32 to 71 years old.

華語輔導服務於 2016 年 4 月 1 日正式投入服務。本服務乃一短期輔導服務，目的是處理個人、婚姻、家庭、子女或人際關係上的問題，整個過程是絕對保密，並由兩名華語輔導員以廣東話或國語提供輔導。截至 2017 年 2 月，共提供 58 小時的輔導服務予 18 人，年齡由 32 歲至 71 歲。

New in 2017 年新消息

Fitness Room 長者健身室

We have received funding to build a fitness room with a few basic fitness machines. Our plan is to train volunteers to be mentors so they know how to use fitness machines and run the fitness room. Personal Fitness Instructors will be available to help participants to achieve their fitness goals.

我們已經獲得撥款建立一個長者健身室和添置一些基本健身器材。我們將訓練義工成為指導員，使他們懂得如何使用健身器材和負責健身室的運作。並設有個人健身教練，可以幫助參加者實現他們的健身目標。

Centre Renovation 中心裝修工程

Due to rapid growth of our programs and services, we will be changing the classroom space into offices and a function room. Finally, our new staff will have office spaces to provide services to clients.

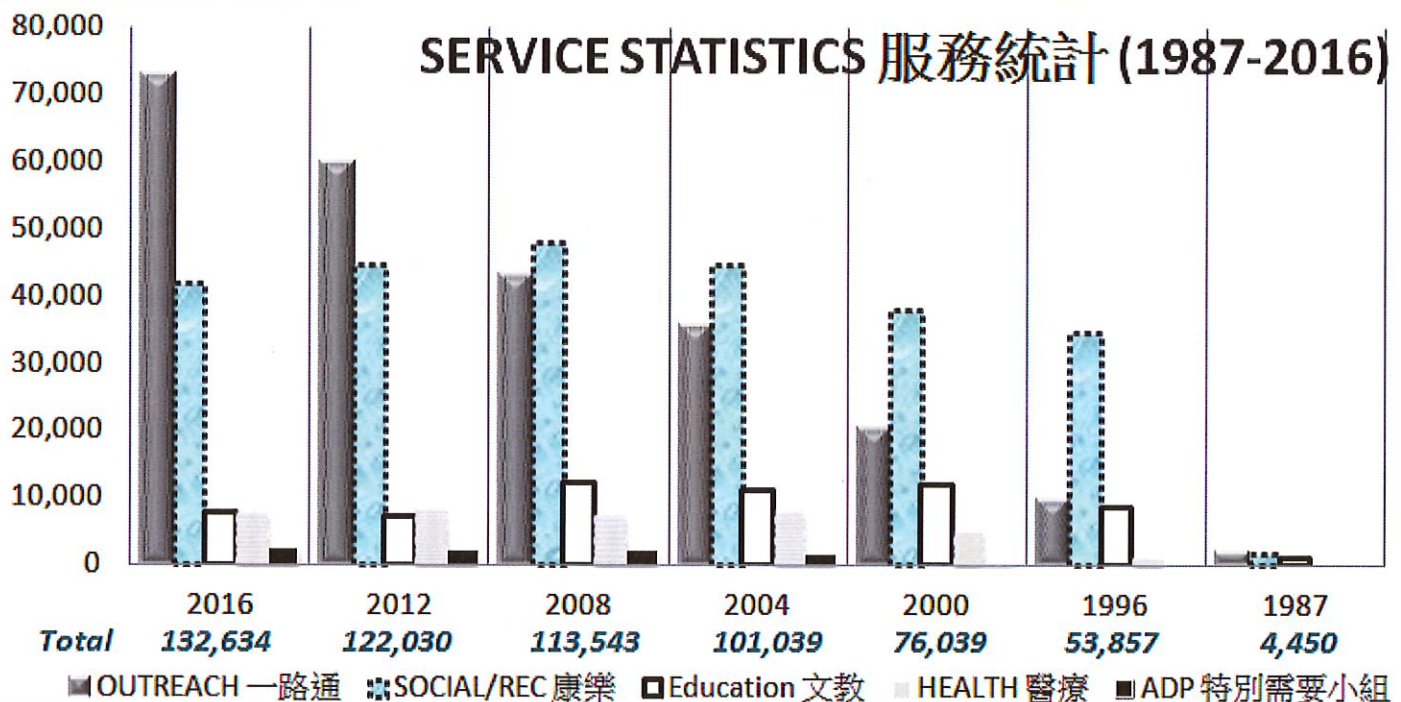
由於我們的課程和服務的快速發展，我們將把課室改為辦公室和多功能室。我們的新員工終於有自己的辦公室為客戶提供服務。

New Website and Volunteer Database Management System

新網站和義工數據系統

In order to enhance communication with our members and clients, we will design a new website to provide up-to-date information about our programs and services. Following the establishment of our client database in 2016, we will install a volunteer database management system to capture statistics and volunteer profiles for funders' reports and for future program planning.

為了加強與會員以及客戶的溝通，我們將設計一個新網站，提供我們的計劃和服務的最新信息。在2016年建立客戶數據系統後，我們將安裝一個義工數據管理系統，收集數據和義工資料，可用作撰寫撥款報告和計劃未來服務之用。

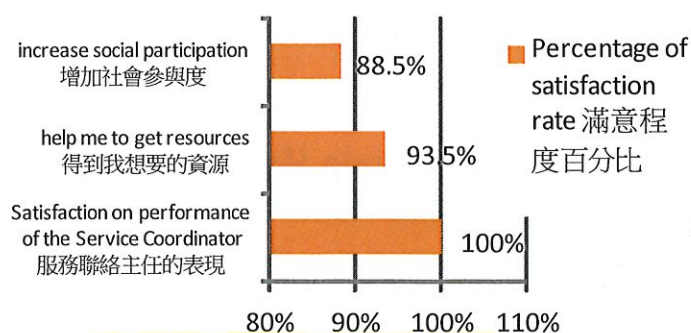


營運收支及資金結存表 (2015-2016 年度)

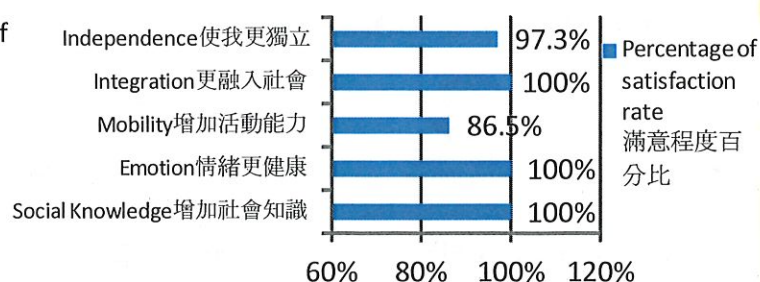
Statement of Operations and Changes in Fund Balances for the Year ended December 31, 2016

	2016	2015
REVENUE 收入	\$	\$
Grants for community programs 撥款收入	1,092,202	943,338
Cultural, social and educational program fees 活動收入	126,749	119,461
Membership , donation, fundraising and other 會員費, 捐款, 籌款及其他收入	125,394	171,599
Casino funds spent 賭場撥款	20,872	66,654
Amortization and deferred capital contributions 折舊和裝修	8,632	19,016
	1,373,849	1,320,068
EXPENSES 支出		
Community programs 撥款支出	1,097,202	938,338
General and administration 行政支出	122,856	148,025
Cultural, social and educational program fees 活動支出	120,515	111,279
Amortization 折舊	6,152	19,570
	1,346,725	1,217,212
Excess (Deficiency) of Revenue over Expenses 全年度盈餘 / 超支	27,124	102,856
Unrestricted net assets, start of year 上年滾存	142,603	39,747
Unrestricted net assets, end of year 本年滾存	169,727	142,603

The Way - In Services Client Survey 長者服務一路通服務問卷調查



Chinese Special Needs Support Group Client Survey 特別需要小組問卷調查



二零一六年度工作統計 2016 Programs Statistics

總人次

41,872

Contacts

社交康樂活動
Social &
Recreational
Program

耆獅團 千歲合唱團
社交舞 民族舞 旅行
中樂組 手工藝 班組
門球組 節日聯歡會
同樂日 展覽 煮食組
長者俱樂部 西餅班



總人次

7,881

Contacts

保健服務
Health Services

慢性疾病講座/輔導
優質生活課程
運動健體班
更好選擇更好健康課程
感冒疫苗注射
保健中心
腳部護理
用藥諮詢
社區健步行
養生健康講座



總人次

7,598

Contacts

文教活動
Educational
Program

福利講座 文化講座
電腦使用 上網班
耆英園地 急救班
英文班 中國畫班
書法班 手工藝班



總人次

72,830

Contacts

「卡城長者服務
一路通」
"The Way In –
Calgary Older
Adult Services"

來電 諮詢 輔導
翻譯 轉介 填表
陪同 評估 報稅
監督 家庭探訪
醫院探訪 寫信
關懷小組 報稅



總人次

2,443

Contacts

長者日間護理服務
(特別需要小組)
Adult Day
Program
(Special Needs
Support Group)



總人次

10

Contacts

在家照顧腦退化症
家人技巧訓練小組
CARERS
Program



卡城華人耆英會第二十一屆理事會名單 21st Board of Directors (2015-2017)

Board of Directors

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Thomas Chan

Thomas Chow

Advisor

Kwok Hung Choi

Honorable Advisor

Kwing Kwong Lee

Stella Hon

Social Services Advisor 社會事務顧問

Teresa Woo Paw

理事

黎遠勝

陳穎生

周廣遂

會務顧問

蔡國雄

榮譽顧問

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余偉行

Nikola Wu

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Pei Hua Huang

Dominic Hon

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劉振勇

黃佩華

韓晚良

* 排名不分先後 Not in particular order

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Tel: (403)269-6122 Fax: (403)269-1951 Email: cceca@cceca.ca Website: www.cceca.ca