

# 2020 Annual Report 年報

## 成就 Accomplishment

### 卡城華人耆英會的演變

**2**020 對卡城華人耆英會來說是非常艱難的一年。新冠肺炎疫情迫使中心兩度長時間關閉，首次由3月至7月，後來再由十一至今。然而，卡城華人耆英會的適應力、應變力、創意和卓越的團隊精神，將挑戰和障礙一一化作成長和演變的機會。過去三十五年來，耆英會為華人長者提供眾多服務，成績斐然。雖然在疫情期間未能提供面對面服務，但團隊很快便想出創新的解決辦法來支持長者。短短幾個月內，耆英會職員積極地指導為數不少的長者使用 ZOOM 軟件與他人保持聯繫。此外，耆英會更基於健康的四個領域創設網上和電話項目：體能（日常運動和戶外活動）、精神（情緒支援熱線）、社交（電話/網上聊天組）及知識/職業（工作坊）。耆英會將網站變得更易使用，並指派一名職員專責社交媒體的推廣，務求長者可從不同的渠道取得資訊和服務。

新冠肺炎疫情促使我們在技術上躍進一大步，而這種變化實在具深遠影響。上網和電話的安排有助我們解決了場地和課程的限制。在這種新常態下，耆英會得以接觸那些因為行動不便或其他挑戰而無法參加中心課程的長者。同時 ZOOM 平台使耆英會能夠接觸居住在加拿大其他城市甚至世界其他地方的長者。展望未來，耆英會將繼續探索和加強網上/遙距活動計劃，以便為更多留在家中而無法前來中心的長者提供服務，這尤以在冬季為甚。耆英會對上述新機會感到興奮，並期待日後提供更多創新服務。現在謹藉此機會向所有捐助者、撥款機構、合作夥伴、理事、義工和職員深表謝意，多謝他/她們對耆英會持續的支持，以及為卡城及以外的地方弱勢長者服務所作的堅定承諾。



# 卡城華人耆英會

The Calgary Chinese Elderly Citizens' Association

# Transformation of CCECA

2020 was an exceedingly difficult year for CCECA. The COVID-19 pandemic had compelled us to close the centre twice for extended periods, from March to July and again from November until now. However, CCECA's adaptability, resilience, innovative spirit and exceptional teamwork had turned the challenges and obstacles into opportunities for growth and transformation. For the past 35 years, we have offered a plethora of services to Chinese seniors with outstanding results. Although we cannot provide in-person services during the pandemic, our team quickly found innovative and creative solutions to support our seniors. Within a couple of months, our staff had motivated and taught a significant number of seniors to use Zoom to stay connected. We also created and implemented on-line and over-the-phone programs based on the four dimensions of wellness: physical (daily exercise and outdoor activities), mental (emotional support line), social (phone/on-line chat groups) and intellectual/vocational (workshops). We have made our website more user-friendly and have designated a staff to be in charge of social media promotion so that seniors can get needed information and services from different channels.

COVID-19 has pushed us to take a big leap forward in technology and the change has a long-lasting effect. The on-line or phone programs helped solve our problems of space and class limits. With this new normal, we are able to reach seniors who cannot attend programs in our centre due to mobility and other challenges. The Zoom platform has also enabled CCECA to reach seniors residing in other cities across Canada and even in other parts of the world. Moving forward, we will continue to explore



and enhance our virtual/remote programs so that we can serve more homebound seniors who can never come to our centre especially during the winter months. We are excited about the new opportunities and look forward to providing more innovative services in the future. I would like to take this opportunity to convey my deepest appreciation to all donors, funders, partners, board members, volunteers and staff for the continued support they have rendered to CCECA and their steadfast commitment in serving vulnerable seniors in our city and beyond.

# 2020 年加拿大復康服務國際認證機構 (CARF) 頒發 三年認證獎狀

我們非常興奮地宣佈，卡城華人耆英會在 2020 年榮獲 CARF 頒發為期 3 年的認證獎狀，評估員的評論如下：

*合作機構在反映意見時讚揚耆英會提供的服務出色，而且注重實踐證明、靈活性、普及性、倡導和創意性質。在總幹事、高級管理層和理事會的領導下，職員和義工有所啟發，體現關懷和同情心，為耆英群體中的高度弱勢社群提供急需的服務。*

這個獎狀對致力改善服務對象生活質素的耆英會來說是一項公眾認可。耆英會引以為榮的是本會自 2017 年以來是亞省唯一獲得認證的耆英中心。

## **Commission on Accreditation of Rehabilitation Facilities (CARF) Accreditation Three Years Award in 2020**

We are excited to announce that CCECA has earned the CARF three years award in 2020, with the following comments from the surveyors:

*Feedback from stakeholders praised the excellent programming that the organization provides, with an emphasis on proven practices, flexibility, accessibility, advocacy, and innovation. The staff and volunteers inspired by the leadership of executive director, senior management, and board, embody caring and compassion in providing much needed services to a highly vulnerable population of seniors.*

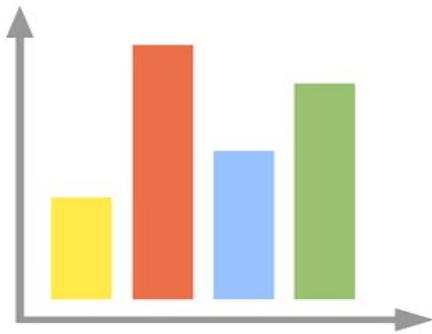
This award is a public recognition of CCECA's dedication to improving the quality of life of the people we serve. CCECA is proud to be the only accredited senior centre in Alberta since 2017.



# 新冠肺炎疫情 – 會員問卷調查

耆英會於 2020 年 5 月通過電話進行會員調查。調查團隊有 21 名職員和 11 名義工。團隊努力完成 1452 份問卷調查(共 2246 名會員)。後來還為 695 名會員提供適切的跟進服務。調查目的有兩個：瞭解疫情對會員的影響，並將結果應用於服務的緩急、持續改善和創新上。

調查結果顯示，會員對本會服務的整體滿意程度為 91.3%。會員收到我們的電話及跟進服務時顯得非常高興。31.9% 的受訪者報稱減少了社交活動；26.1% 表示日常活動例如購物和進餐受到負面影響；12.1% 表示感到焦慮和抑鬱。



受訪者要求耆英會提供以下服務：

17.7% - 情緒支援和專業輔導

16.8% - 醫療口譯服務及家居護理

13.8% - 稅務診所

11.9% - 買食物及送貨

11.5% - 申請長者福利

調查顯示，疫情期間缺乏社交活動帶來很多心理健康挑戰。本會已確定了有助長者改善整體健康的領域，包括：體能運動、心理健康活動、社交聯繫和網上科技知識。這些將會是耆英會日後計劃的重點。

## COVID-19 Pandemic – Member Survey

We conducted a member survey by telephone in May 2020. Our team of 21 staff and 11 volunteers worked diligently to complete 1,452 surveys (out of 2,246 members) and provided 695 members with appropriate follow-up services. The purpose of the survey was two-fold: to understand the impact of the COVID-19 pandemic on our members and to use the results to inform service priorities, continuous improvement and innovation.

The overall satisfaction rate was 91.3%. Our members were extremely pleased to receive our phone calls and follow-up services. 31.9% of the respondents reported that they had reduced social activities; 26.1% indicated that they had been negatively impacted in daily activities such as shopping and meals; 12.1% expressed that they felt anxious and depressed. Survey respondents requested CCECA to provide the following services: 17.7% - emotional support and clinical counselling services; 16.8% - medical interpretation and home care services; 13.8% - tax clinic services; 11.9% - grocery shopping and delivery; 11.5% - application for senior benefits.

Our survey results reveal that the lack of socialization during the pandemic has given rise to a mental health challenge. We have identified a few areas that will help improve the seniors' holistic well-being, including physical exercise, mental health activities, social connection and knowledge in technology. These will be the focus areas in our future program planning.

# 2020 年服務焦點

- 提供 1452 次健康慰問及 1248 次問卷後跟進服務。
- 派送 1002 個抗疫平安包 (口罩、手套、慰問卡、抗疫指南及在家小貼士) 給長者。
- 透過送口罩進行 3511 次與長者接觸和 71 次派送贈食物包與長者。
- 為低收入長者及家庭填報 1071 份報稅表。
- 舉辦了 20 個網上活動和 4 個電話聊天群組。
- 培訓 240 名長者使用 ZOOM 軟件，以便參加網上活動。
- 23 名服務使用者受惠於本會的華語輔導服務。
- 為孤獨長者設立情緒支援熱線。



## 2020 Service Highlights

- 1,452 wellness checks and 1,248 follow-up services after member survey
- 1,002 “Be Well” packages (masks, gloves, greeting card, resource list and stay-home tips) delivered to seniors
- 3,511 client contacts via mask delivery; 71 client contacts via food delivery
- 1,071 tax returns filed for low income seniors and families
- 20 on-line programs and 4 phone chat groups
- 240 seniors trained to use Zoom to join on-line programs
- 23 clients benefited from our Chinese counseling services
- Emotional support phone line for isolated seniors



# 2020 嶄新項目

## 1. 「長者週」網上短片

耆英會製作了長達 30 分鐘的「加油」短片並上傳至耆英會網頁和 Youtube 頻道，以慶祝 2020 年 6 月的「長者週」。超過 100 參加者，包括亞省長者及房屋廳廳長、精神健康及癮癮廳廳長、省議員、市議員、長者、義工、職員和理事在內的人士，向身邊曾經協助抗疫的前線工作人員致意和致敬。今次是耆英會職員、義工和長者首次合作製作的短片，亦是大家一次寶貴和愉快的學習經驗。我們的長者與加拿大及境外親友分享該短片，在反映意見中短片獲得一致好評。只要齊心協力，我們便可以做得到。

<https://www.youtube.com/watch?v=eW8sIG8HvEY&t=66s>

**疫境自強  
線上分享系列** 18集

## 2. 新冠肺炎疫情 - 華人社福團體：網上教育系列

耆英會與兩個華人社區機構合作成立華人社福團隊，製作網上教育系列，提供福利資訊、情緒支援及醫療資訊，協助華人社區抗疫。該系列共 18 集，並於 2020 年 5 月至 2020 年 6 月直播，主題涵蓋家庭關係、健康飲食、運動、應變力和財政支援等。耆英會負責其中 6 集涵蓋健康抗疫、財政資助、家庭暴力、照顧者的支援和正向思維。演講嘉賓包括社工、心理學家和醫護人員。他/她們與華人社區分享知識與專長，以協助應對社區在疫情期間的需求和挑戰。該教育系列在本市、整個加拿大及以外地方均廣受歡迎。

## 3. 耆英會與你「正向人生自選台」

2020 年 3 月，耆英會啟動一個為期 52 星期的新廣播節目，於每週四早上在加拿大中文電台 FM974 中播出。節目旨在提高華人社區的心理健康意識，並建立和提升豐盛生活的技巧。節目選材自正向心理學中幸福論之豐盛模式，該模式涵蓋六個範圍：積極情緒、投入、正向關係、意義、成就和生命力。聽眾的反應非常積極，而耆英會更收到許多有關精神健康支援服務的查詢，當中包括情緒支援熱線和華語輔導服務。加拿大中文電台 FM947 台長陳家燕女士稱讚：「謝謝耆英會讓加拿大中文電台在過去 52 星期與耆英會製作這些精彩節目。本台收到不少聽眾如潮的好評，並指出節目在這段艱難時期帶給他/她們積極的人生態度。」



#### 4. 「長者好鄰居」計劃 由加拿大政府「New Horizons for Senior Program」撥款資助

耆英會於 2020 年 10 月啟動一個為期 3 年的新項目，「長者好鄰居」計劃，以聯繫唐人街和全景山兩個目標社區的孤獨華裔長者，促進建立睦鄰互助網絡、提升社區關愛意識和促進社區友好鄰舍關係。唐人街是首 18 個月重點關注的社區，在首 3 個月的時間內，耆英會已成功邀請了住在唐人街的 46 位長者參加此計劃。並有 63 位長者參加了明日唐人街委員會舉辦的兩場諮詢會 - 「居住的意義」以及「齊來談文化」來表達他/她們對可能影響唐人街未來發展重要事項的意見。唐人街的長者透過參與該項計劃，變得更加緊密的聯繫。並因透過積極的社區參與中，在表達意見和為社區作出貢獻上建立更多自信。



#### SenNet 「長者好鄰居」計劃

#### 5. 關注長者被虐/受騙處境短劇 由加拿大政府「New Horizon for Senior Program」撥款資助

計劃旨在透過成立一個長者戲劇組，可在舞台演出或電台播放，以提高虐老及防止欺詐的意識。耆英會共編寫了四個虐老的短劇，分別在 2020 年 7 月和 10 月在加拿大中文電台播出兩次。每個短劇由社工提供重要訊息，並為長者提供社區資源。這計劃的目標是教育長者關於虐老和預防欺詐的常識，以提高他/她們的安全和健康程度，而且更想鼓勵長者邁進一步，在早期階段處理虐老問題，防止日後出現嚴重後果。



# 2020 New Initiatives



## 1. Senior Week On-line Video

A 30-minute “Cheer on Action” on-line video was produced and uploaded to CCECA’s website and YouTube channel in June 2020 in celebration of Senior Week. Over 100 participants, including the Minister of Seniors and Housing, Associate Minister of Mental Health and Addiction, MLA, Councillors, seniors, volunteers, staff and board members, expressed their heartfelt appreciation and gratitude to our frontline workers who helped them weather the pandemic. It was the first time our staff, volunteers and seniors worked together to produce a video and it turned out to be a valuable and gratifying learning experience. Our seniors have shared the video with friends and relatives in Canada and beyond and the feedback has been unanimously positive. Together, WE CAN DO IT!



<https://www.youtube.com/watch?v=eW8slG8HvEY&t=66s>

## 2. COVID-19 Wellness Response Team: On-line Education Series

A COVID-19 Wellness Response Team was established in collaboration with two other Chinese community organizations to produce an online education series to provide beneficial information, emotional support and practical tools to help the Chinese community weather the pandemic. The series consists of 18 episodes and was broadcast live from May to June 2020. The topics include family relationships, healthy diet, exercise, resilience skills, financial support, etc. CCECA was responsible for six episodes, covering wellness response, financial benefit, domestic violence, caregiving support and positive mindset. Guest speakers included social workers, psychologists and health professionals, who shared their knowledge and expertise with the Chinese community to help address their needs and challenges during the pandemic. The on-line education series was well-received locally and across Canada and beyond.

### **3. Positive Life and Active Aging Radio Program**

In March 2020, we launched a new 52-week radio program that was broadcast every Thursday morning on Fairchild Radio FM94.7. The goal was to promote mental health awareness and to build and increase flourishing skills for wellbeing in the Chinese community. The program was based on the flourishing model derived from positive psychology and the flourishing skills included six dimensions: positivity, engagement, relationship, meaning, achievement, and vitality. The feedback was overwhelmingly positive and we received lots of enquiries about our mental health support services, including the emotional support line and Chinese counselling services.



*“Thank you for the opportunity for having Fairchild Radio produce these wonderful segments with CCECA for the past 52 weeks. We have received many good feedbacks from audiences, saying that this helps to bring them positive attitudes during this difficult time!” ~ Terry Chan, Station Manager, Fairchild Radio FM947*

### **4. Senior Neighborhood Net (SenNet)**

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

CCECA launched a new project, Senior Neighborhood Net (SenNet), in October 2020. This is a 3-year project to engage and connect isolated Chinese older adults who reside in two target communities, Chinatown and Panorama Hills, to facilitate the building of natural and neighborhood supports, to inspire and ignite kindness in the communities, and to promote neighbor networks. Chinatown is the neighborhood that we will focus on for the first 18 months. In the first three months, we had successfully recruited 46 Chinatown seniors to join our project. Moreover, 63 seniors participated in two consultation sessions – “Sense of Place” and “Let’s Talk Culture” – hosted by the Tomorrow’s Chinatown Committee, where the seniors were given opportunities to share their thoughts about important issues that would affect the future of Chinatown. Through this initiative, the seniors in Chinatown have become more connected and have gained more confidence in voicing out and contributing to their neighborhood through active community engagement.

### **5. Elder Abuse and Fraud Prevention Awareness Skits**

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

The purpose of this initiative is to increase the awareness of elder abuse and fraud prevention through the establishment of a senior drama group to perform on stage or radio. We have developed four elder abuse episodes that have been aired twice on Fairchild Radio, in July and October 2020. Each episode features a social worker providing key messages and highlighting community resources for seniors. Our goal is to educate seniors about elder abuse and fraud prevention to enhance their safety and wellness, and in particular, to encourage them to take a step forward to address elder abuse in the early stages to prevent serious consequences in the future.

# 義工服務 Volunteer Services



# 383

活躍義工數目 Active volunteers no.



# 8,956

義工服務時數 Total volunteer hours

在 2020 年，我們有 383 名活躍義工，他們總共為我們的長者提供了 8,956 服務小時。儘管受著新冠肺炎疫情影响，耆英會的義工仍繼續為孤獨或處於困境的長者提供急需的服務。義工們參與了口罩的製作及送遞，提供購買及送遞雜貨服務，致電慰問長者及提供情緒支援，還教導長者使用 ZOOM 來參加網上課程和聊天小組。這些寶貴的服務使長者即使在家中也能保持身心健康和與人聯繫。最重要的是，長者感覺到耆英會在這次艱難的疫情過程中，與他們同行。

由於疫情的限制，我們無法在中心提供面對面報稅服務。但義工們的適應能力及毅力，使我們能透過電話及網上形式繼續提供報稅服務。提供遙距/網上報稅服務需要花費更多的時間和精力，但是義工們的決心卻成為他們的推動力，去幫助許多長者和低收入家庭能按時遞交報稅表，以免他們的福利受到中斷。我們非常自豪地告訴大家，耆英會是 2020 年報稅數量最多的社福機構之一。

義工們無私的奉獻及承擔，使耆英會即使在最嚴峻和漫長的新冠肺炎疫情下，也能繼續為弱勢長者提供急需的服務。我們謹向我們傑出的義工致以最誠摯的謝意。您是耆英會最寶貴的資產之一！

In 2020, we had 383 active volunteers who contributed an impressive total of 8,956 hours to serve our seniors. Despite the COVID-19 pandemic, CCECA volunteers continued to provide much needed services to seniors who were isolated or in distress. Volunteers participated in mask-making and delivery, grocery shopping and delivery, calling seniors to bring warm greetings and provide emotional support, and teaching seniors to use Zoom to join on-line classes and chat groups. These valuable services enabled seniors to stay safe and connected even when they were homebound. Most importantly, the seniors felt that we were there to walk with them during this difficult pandemic journey.

Although we were unable to host an in-person income tax clinic due to COVID 19 restrictions, the adaptiveness and perseverance of our volunteers allowed us to provide tax filing services over the phone and on-line. Providing remote/virtual tax services required much more time and effort, but the determination of our volunteers enabled them to push through and help many seniors and low income families to file their tax returns on time to avoid interruption of benefits. We are very proud to share that CCECA was one of the top agencies that filed the highest number of tax returns in 2020.

The selfless contribution and dedicated commitment of our volunteers have empowered CCECA to continuously provide much needed services to vulnerable seniors even under the most challenging circumstances of a prolonged pandemic. We would like to extend our sincerest appreciation and gratitude to our exceptional volunteers. You are one of CCECA's most precious assets!



# 社區同行大使散播聖誕歡欣

耆英會十一名義工不畏嚴寒及嚴峻的疫情，合力籌備聖誕送暖行動。起初，義工在耆英會見面，但後期因疫情影響，便開始在網上相聚。義工帶著對長者一份愛與關懷，編織了冷帽、冷頸巾，並用花紙包裝禮物，準備送給長者。聖誕節將至，組員分批將一份一份充滿愛和溫暖的聖誕禮物送到長者家門口，散播聖誕的喜悅，活出佳節的真義。

「長者在家門口看見我和太太的開心笑容，現在仍然在我腦海裡。退休後，我可以有能力和健康去回饋過去辛勤工作，為家庭和城市作出貢獻的一班長者，是我作為同行大使的一大福氣。」~社區同行大使崔先生

「在疫情中各自留在家中抗疫，心理和情緒健康好重要，感恩，藉著參予耆英會義工活動能助人助己，是一種祝福，這祝福也治癒疫情帶來的傷痛！」~社區同行大使陳小姐



## Chinese Community Helpers Spread Christmas Cheer

Neither the freezing Calgary winter nor the aggravating COVID-19 pandemic could deter CCECA's zealous volunteers. 11 Chinese Community Helpers took the initiative to organize a Christmas Heart-Warming Gift Delivery Project to send love and warmth to vulnerable seniors across Calgary. The volunteers initially met in-person at CCECA and later switched to Zoom meetings in light of pandemic restrictions. With great love and care, they hand-knitted hats and scarves, wrapped gifts, and delivered the beautiful gift packs to the doorsteps of the seniors, spreading Christmas cheer and living out the true spirit of the season.

*"I still remember the senior's smile when she saw me and my wife at the door. I have the ability and health to serve the seniors who have contributed to their families and city with their hard work. I am incredibly blessed to be a community helper."* ~ Simon Chui, Chinese Community Helper

*"All of us had to stay at home during the pandemic. Taking care of our mental health and emotional health is essential. I feel thankful. At CCECA, it is a blessing to help others and ourselves through volunteerism. This blessing brings healing and is therapeutic for the wounds caused by this pandemic."* ~ Esther Chan, Chinese Community Helper

### 外展部個案分享 Outreach Case Sharing

**當** 李先生陷入經濟困境的時候，他前來耆英會尋求幫助和諮詢。他因為慢性疼痛的緣故，再也無法繼續廚師的工作。同時，他亦欠下稅務局的一筆巨額稅款。為解燃眉之急，李先生使用信用卡繳交稅款，殊不知令他陷入更深的債務中。他每月的收入包括養老金及退休金。在繳付信用卡最低還款額後，剩下的金錢只能勉強維持他的基本生活。

外展員評估了李先生的情況後，建議他向稅局申請稅款寬減及申請就業保險疾病金。外展員不單止作為李先生與政府部門之間的傳譯，還積極協助李先生爭取其他福利。最終他獲批就業保險疾病金及稅局的稅務寬減申請。除了每月收到就業保險金，李先生更獲退回大部份已繳的稅款，他的經濟情況得到明顯的改善。此外，外展員更在李先生就業保險金發放完結後，協助他申請因疫情而無法找到工作的疫情補助金。李先生由衷地感謝外展員的協助：「我作出的最好決定便是到耆英會找外展員諮詢！」

Richard approached CCECA for assistance and advice because he was feeling desperate as he struggled with financial hardship. He had resigned from his job as a cook because of chronic pain, and he owed Canada Revenue Agency (CRA) a large sum of money. With no better alternative, Richard resorted to using his credit card to pay the CRA and ended up deeper in debt. His only income was from Old Age Security and the Canada Pension Plan. Every month, after paying the minimum credit card charge, the money left could barely support his basic living.

After evaluating Richard's situation, the outreach worker advised him to apply for tax relief and Employment Insurance (EI) sickness benefit. The worker served as interpreter and advocate during Richard's interview with the EI officer, and eventually both his EI sickness benefit and tax relief applications were approved. Besides receiving monthly EI payments, Richard was granted a significant tax relief, and his financial situation greatly improved as a result. Moreover, the worker assisted him in applying for Canada Emergency Relief Benefit after his EI payments ended since he could not find a job because of the pandemic. Richard expressed his sincere gratitude to the worker and said, "The best decision I had ever made was to come to consult with an outreach worker at CCECA!"



# 特別需要小組個案分享

## Special Needs Group (Adult Day Program) Story Sharing

**C**先生於 4 年前開始參加特別需要小組活動。他與太太住在一起，而孩子們住在卑詩省。疫情開始後，他們只能留在家中。參加我們小組一天兩次的 ZOOM 網上活動，與朋友及小組的工作人員開心活動，這是他們最主要的歡樂源泉。天有不測風雲，太太在家中突然去世，C 先生被徹底擊垮。他無法接受太太驟然離世的現實，難以入眠及做任何事情。孩子來到卡爾加里陪伴並且處理相關事宜，但是十天後不得不返回卑詩省。在這個特別時期，C 先生需要更多的照顧和支持，我們小組工作人員每週和 C 先生通話三次，詢問他的健康情況、與他聊天及聽他講話、根據他的困難及需要提供情緒支援和相應的幫助。

神狀態明顯好轉。在 C 先生居住前，他向我們工作人員感激工作人員在他生命中最艱



Mr. C joined CCECA's Special Needs Support Group four years ago. He lived in Calgary while their children resided in B.C. Mr. C became homebound and isolated soon after the pandemic started. Their main source of joy was connecting with their peers twice a week. Unfortunately, Mr. C's wife passed away at home unexpectedly, and he was totally devastated. Mr. C could not accept his wife's sudden death. He could not sleep and had no motivation to do anything. His children came to Calgary to keep him company and handle related matters but had to return to BC after ten days. Seeing that Mr. C needed care and support at this critical time, CCECA staff gave him a call three times a week to check on his health, chat with him, listen to his stories, and provide emotional support as well as practical assistance to address his needs and challenges. CCECA staff continued to journey with Mr. C for three months, and observed that his mental state had improved significantly. Before relocating to B.C. to live with his son, Mr. C expressed his heartfelt appreciation to CCECA staff for their support and assistance during the most difficult time of his life.

持續三個月後，C 先生精搬去卑詩省和兒子一起表達了他誠摯的感謝，感難時期的幫助和支持！

Needs Support Group four with his wife, while their and his wife became after the pandemic started. connecting with their peers twice a week. Unfortunately, home unexpectedly, and he

# 社區同行大使個案分享

## Chinese Community Helper Program Story Sharing

**黃**女士痛失與癌症搏鬥多年的丈夫，心靈疲乏，引發失眠及抑鬱徵狀。當黃女士處理丈夫遺物、辦理賣屋及搬遷時，她再也不能承受喪失之痛楚。於是，她鼓起勇氣聯絡卡城華人耆英會，尋求情緒支援。耆英會職員用心聆聽，並以同理心陪伴黃女士，讓她能抒發失去至愛之痛，及面對茫茫前路的憂慮。耆英會職員一直扶持著黃女士走過哀傷，並協助她探索及發展解難能力，去面對逆境及處理困難。黃女士終能接納丈夫離世，並獲醫生的處方，去治療精神健康問題。耆英會安排義工透過電話與黃女士連繫，提供朋輩支援，減低黃女士孤獨感及社會隔離。於過去的幾個月，黃女士情緒顯著得到改善，漸漸走出人生低谷。黃女士對於我們的無限支持和陪伴，深表感謝。黃女士表示她已能夠應付轉變及踏上人生新一頁，我們亦為她感到高興。

Ms. W recently lost her husband who had battled cancer for a few years. She found herself in great emotional distress, suffered from insomnia, and showed symptoms of depression. She would experience emotional turmoil when going through her husband's belongings and felt overwhelmed when she had to handle matters concerning the selling of their house and her upcoming relocation. Consequently, she decided to contact CCECA to seek emotional support. Our staff listened attentively with empathy and provided encouragement and advice as Ms. W expressed her grief and shared her struggles. Our staff persisted in walking alongside Ms. W in her grieving process and empowered her to develop the capacity and strength needed to cope with her life challenges. She eventually came to accept her husband's death and became willing to seek medical help to deal with her mental health issues. We also helped Ms. W enhance her social support network and matched her with a peer support volunteer who maintained connection with her through phone calls. Ms. W had made remarkable progress over the past months and expressed gratitude for our unconditional support and companionship. To our joy, she said that she now felt ready to move on and transition into a new stage in life.





## 網上聯繫 - 長者隔代共融計劃

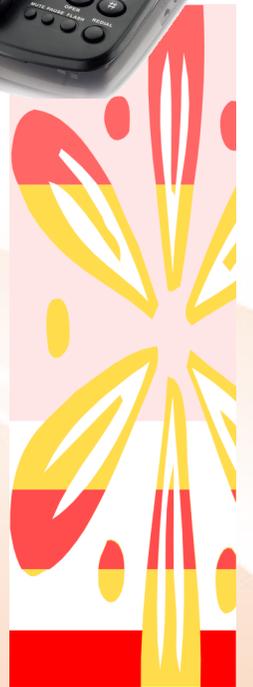
由 Telus Friendly Future Foundation 及加拿大政府「New Horizon for Senior Program」撥款資助。

計劃的目標是透過科技提供更多掌握健康的良機，幫助受邊緣化的人。本計劃旨在提高華裔長者在科技技術方面的能力從而降低社會孤獨。計劃將採用加拿大 ABC Life Literacy 的教材，以培訓青年義工和長者。每名長者會與一名青年義工匹配，然後按個人喜好訂製個人學習計劃，學習使用各種科技技術（例如 Gmail、WhatsApp、ZOOM、Google Translate 等）。耆英會亦鼓勵長者的家庭成員參加本計劃，以便在培訓期間或完成後支援長者。本計劃同時為年青人提供機會，培養其領導才能，以及促進年青人與長者之間的瞭解和欣賞。再者，耆英會希望越來越多長者在掌握所需的科技技術後，便會更踴躍參加耆英會的網上課程。

## 無牆華裔長者聊天室

由亞省政府 Community Initiatives Program 撥款資助

耆英會將與愛蒙頓南部基本保健網絡(簡稱保健網絡)合作，於 2021 年 6 月推行這項透過電話為華裔長者免費提供一系列社交互動和健康資訊項目。保健網絡已於 2016 成功推行這項計劃。由於疫情關係，不少活動在網上進行。但很不幸是，本會發現不少長者無法參加網上活動和服務。保健網絡為這些長者提供最好的保持聯繫選擇，因為幾乎所有長者家中都有電話。計劃重點在三方面：健康幸福(安老、運動、動腦筋遊戲、精神健康)；休閒娛樂(咖啡聊天、世界大事、趣味主題)和技能培養(英語能力及老人福利等)。在不到三年間，本會的合作夥伴招募了 805 名參加者及舉辦了 697 個課程。53%的參加者透過該計劃結識了新朋友，而 93%的參與者感到與員工有了緊密的聯絡。計劃目標是聯繫因疫情、行動不便、英語水平低以至難以乘坐公共交通的在家孤獨長者。同時本計劃亦為居住於加拿大城市和偏遠地區的華裔長者服務。



## Virtual Connections –

### Social Inclusion Intergenerational Program for Older Adults

*Funded by the TELUS Friendly Future Foundation and the Government of Canada's New Horizons for Seniors Program*



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



The goal is to help marginalized populations through providing better access to healthy opportunities enabled by technology. Through this project, we aim to reduce the social isolation of Chinese seniors by increasing their competence in technology. This program will use the training materials developed by ABC Life Literacy Canada to train our youth volunteers and seniors. Each senior is matched with a youth volunteer to develop a customized plan to learn to use various types of technology (e.g. Gmail, WhatsApp, Zoom, Google Translate, etc.) in accordance with personal preferences. Family members are encouraged to join the sessions so that they can support their seniors during or after the training program. This initiative also serves the purposes of providing opportunities for youths to build leadership skills and enhancing intergenerational understanding and appreciation between youths and seniors. Moreover, we hope that more and more seniors will be motivated to join CCECA's on-line programs after they have acquired the necessary skills.

### Seniors' Centre Without Walls (SCWW) for Chinese Older Adults

*Funded by the Community Initiatives Program, Government of Alberta*



SENIORS' CENTRE  
WITHOUT WALLS

In partnership with the Edmonton Southside Primary Care Network that implemented the project successfully in 2016, we will launch this telephone-based program in June 2021 to offer a variety of interactive social and health programming, free of charge, to Chinese older adults. Due to the pandemic, many on-line programs are being offered. Unfortunately, we found that many of our seniors do not have the capacity to access on-line programs and services. The SCWW provides these seniors with an excellent alternative to stay connected because almost all seniors do have a phone at home. The programming focuses on three main areas: Health and Wellness (aging well, exercise, brain games, mental health), Just for Fun (coffee chats, world events, topics of interest) and Skill-building (English skills, learning about senior benefits, etc.). Our partner had recruited 805 participants and delivered 697 program sessions in less than three years. 53% of the participants made new friends through the program and 93% felt connected or very connected to the SCWW staff. This project will reach out to isolated older adults who are homebound due to the pandemic, mobility challenges, or low English literacy which makes it difficult for them to use public transit. This project will also serve Chinese older adults living in cities and rural areas across Canada.

# 2020 服務統計 Services Statistics

全年服務總人次 Total Client Contacts

# 82,829

服務使用者人數 No. of clients

# 3,932



卡城長者服務 — 外展服務  
The Way In –  
Calgary Older Adult Services  
30,919



長者日間護理 (特別需要小組)  
ADP (Special Needs Support  
Group)  
3,496



社交康樂活動  
Social & Recreational Programs  
13,803



社區同行大使計劃  
Chinese Community Helper Program  
5,250



文教活動  
Educational Programs  
12,463



長者家居維修計劃  
Volunteer Handy Person Program  
174



保健服務  
Health Services  
1,833



長者好鄰居計劃  
Senior Neighborhood Network (SenNet)  
606

會員人數 No. of Members

# 1,685



新冠肺炎應急服務  
COVID-19 Response  
14,285

# 2020 營運收支表 Statement of Operations

2020年12月31日 Year ended December 31, 2020

	2020	2019
<b>REVENUE 收入</b>	<b>\$</b>	<b>\$</b>
Funded programs 撥款收入	1,275,918	1,232,102
Donation and fundraising 捐款及籌款	127,626	169,698
General programs 一般活動	46,152	179,776
Casino 賭場撥款	34,876	50,056
Membership dues 會員費	29,399	39,868
Amortization of contributions related to capital 延後資產注資減值	20,597	19,233
Longevity 長壽組	15,784	19,935
Other income (loss) 其他收入 (虧損)	(6,189)	4,586
Rental income 租金收入	-	2,860
	<u>1,544,163</u>	<u>1,718,114</u>
<b>PROGRAM EXPENSES 活動支出</b>		
Funded programs 撥款支出	1,275,918	1,255,535
General programs 一般活動	26,293	140,231
Amortization 折舊	20,269	19,195
Longevity 長壽組	15,784	19,935
	<u>1,338,264</u>	<u>1,434,896</u>
	<u>205,899</u>	<u>283,218</u>
<b>GENERAL AND ADMINISTRATION EXPENSES 一般及行政支出</b>		
Wages and benefits 薪金及福利	105,820	165,368
Occupancy 水電、維修費用及租金	50,275	52,335
Office and administrative 辦公室支出	31,858	31,574
Other expenses 其他支出	16,884	19,316
Professional fees 專業費用	8,880	7,175
Cost sharing (recovery) 成本攤分(收回)	-	(11,581)
Fees charged to funded programs 撥款轉入	(62,480)	(48,380)
	<u>151,237</u>	<u>215,807</u>
<b>EXCESS OF REVENUE OVER EXPENSES FROM OPERATIONS 全年度盈餘</b>		
扣除營運支出	54,662	67,411
CANADA EMERGENCY WAGE SUBSIDY 加拿大緊急工資補助	40,731	-
<b>EXCESS OF REVENUE OVER EXPENSES 全年度盈餘</b>	<u><u>95,393</u></u>	<u><u>67,411</u></u>

# 卡城華人耆英會 第二十三屆理事會名單

The 23rd Board of Directors (2020-2021)

## 會長 President

王吉伶 Aldous Wong

## 副會長 Vice President

陳穎生 Thomas Chan

## 秘書 Secretary

黃炳君 Patrick Wong 潘文龍 Jason Poon

## 財政 Treasurer

鄭嬋娟 Sim Kwong

## 理事 Directors

林 坤 Peter Lam 林培根 Pui Kan Lam  
關國權 Patrick Kwan 朱敖蕙瑚 Angela Chu  
高頌涵 William Kao 吳錦鳳 Elsie Ng

## 上屆會長 Immediate Past President

胡汝燁 Sidney Woo

## 社會事務顧問 Social Services Advisor

鮑胡葵儀 Teresa Woo Paw



撥款機構 Funders: \* 排名不分先後 Not in particular order



BUILDING STRONGER COMMUNITIES



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



本會乃非牟利社會服務機構，需依賴捐款維持日常運作。歡迎慷慨捐助，惠及老人。

CCECA is a non-profit social service organization. Our operation relies on donation.  
Your generous donation is welcome.

慈善機構登記號碼 Charitable Registration Number: 126698018RR0002

耆英會與你同行35年  
CCECA walk with you for 35 years

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