

# Annual Report 2021 年報



## 卡城華人耆英會

The Calgary Chinese Elderly Citizens' Association



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# 會長的話

## President's Message

王吉伶先生 Aldous Wong



作為亞省唯一獲得認證的耆英中心，即使在新冠病毒疫情的艱難時期，我們的使命是維持卓越的服務標準，以滿足客人的需求。在 2021 年，耆英會透過提供即時的支援、便捷的服務和創新的項目，繼續與我們的客人及社區一起對抗這個疫情。由於新冠病毒的衛生限制，中心暫停對外開放超過六個月。我們藉此機會翻新及提升了中心大樓及電腦系統的設施，以延長其使用期，並為我們的長者提供一個更舒適安全的環境。雖然我們只是成功地取得八個維修項目的撥款，但在職員、義工和維修委員會成員的協助下，我們最終在預算內超額完成了十二個項目。這些項目包括更換石屎行人道、室外燈、天花板、扶手、吊扇、暖爐的控制裝置和污水泵。我們還重新油漆了三樓全層，清理了所有排氣管道，並在電機房安裝了防火板。展望將來，我們會與專業團隊合作，為長者創造更多活動空間，以滿足他們社交和康樂的需要。此外，我們將進一步提升電腦系統設施，以便我們可以無間斷及在不受地域限制的情況下透過網上平台，將活動項目及服務傳遞出去。現在藉此機會，我謹代表理事會向耆英會全體職員、義工和會員表示衷心的感謝。全賴您們的努力、堅持和從不間斷的支持，使耆英會成為長者服務界的先鋒和模範，亦是卡城及以外地方華裔長者的首選服務機構。

Being the only accredited senior centre in Alberta, our mission is to uphold our exceptional service standards in addressing the needs of clients, even during the challenging times of the COVID-19 pandemic. In 2021, CCECA continued to battle the pandemic alongside our clients and community through offering timely support, accessible services, and innovative programming. When the centre was closed to the public for over six months due to COVID-19 restrictions, we took the opportunity to renovate and upgrade our physical and technological infrastructures, with the goals of extending the lifespan of our centre and enhancing the comfort and safety of our seniors. We succeeded in securing funding for eight maintenance projects, but with the help of our dedicated staff, volunteers and directors of the Maintenance Committee, we were able to go above and beyond, completing a total of twelve projects within the budget. These projects included the replacement of the concrete walkway, exterior lighting, all ceiling tiles, all handrails, ceiling fans, furnace control board, and sewage pumps. We also repainted the third floor, cleaned all ducts, and installed fire-resistant drywall in the electrical room. Moving forward, we will be working with a team of professionals to create more activity spaces for our seniors to meet their social and recreational needs. Moreover, we will be upgrading our IT infrastructure so that our programs and services can be offered seamlessly on an online platform that transcends physical and geographical barriers. On behalf of the Board of Directors, I would like to take this opportunity to extend our sincere gratitude to all CCECA staff, volunteers and members. It is your hard work, perseverance and unflinching support that sets CCECA apart as a trailblazer and role model in the field of senior services, making us the go-to agency for Chinese seniors in Calgary and beyond.

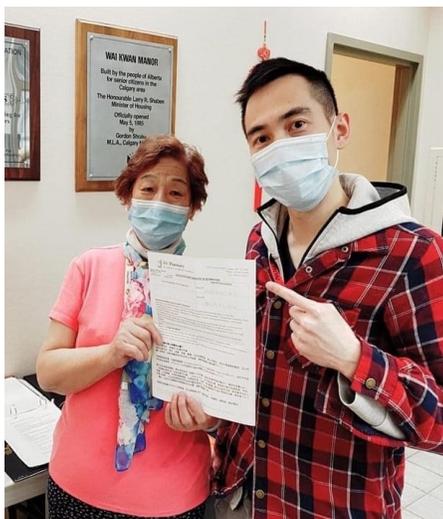
# 總幹事的話

## Executive Director's Message

李陳美儀女士 Liza Chan

# 踏

入新冠病毒疫情的第二年，我們為活動項目及服務制訂了兩個最重要的主題：創新和抗逆力。我們設計了创新的手法來支援和鼓勵長者參與。同時，亦提供了應對疫情的抗逆力技巧。在創新服務方面，我們教導華裔長者填寫網上服務申請表，安排他們參加網上項目和節日慶祝，並協助他們登記和下載疫苗二維碼。當居住唐人街的長者需要接種新冠疫苗時，我們與卡加利長者資源協會合作，動員 50 名義工司機在 5 天內（上午 9:00 至下午 4:30）將 161 名長者接載到藥房。為了確保長者可以參與我們的網上課程，我們招募了年青義工，根據長者的學習需求，以三種不同的方式為他們提供度身訂造的電腦技術培訓：一對一、小組和電話支援。當戶外活動可以進行時，華埠社區花園委員會的義工們，建造了一個讓華埠居民感到自豪和快樂的美麗花園。在抗逆力方面，我們為 95 位人士舉辦了正念靜觀工作坊，讓他們學習如何緩解壓力，從而改善他們的心理健康。此外，我們更推出了兩個電台節目，“正向人生自選台”和“心靈健身房”，分享積極心理健康的秘訣。所有以上提及的活動都帶來非凡的成果和客人的高度滿意。展望將來，我們會繼續使用相同的主題，創造更多創新項目，為我們的長者提供所需的技能和支援，以應對生活中的挑戰，使他們能快樂地在家安老。



於3月15日至17日期間，耆英會好鄰居計劃與101藥房及卡城長者資源協會(CSRS) 共同協作下，共25位義工接送了80多位惠群大廈和華英大廈的長者接種新冠疫苗。

In collaboration with Calgary Seniors' Resource Society and 101 Pharmacy, CCECA's SenNet program has connected over 80 seniors living in Wah Kwan Manor and Wah Ying Mansion with 25 volunteer drivers for transporting them to get their 1st shot COVID Vaccination from Mar 15 to 17.

#COVIDvaccine  
#Calgarychineseseniors  
#CalgarySeniorsResourceSociety

**M**arching into the second year of COVID-19, we developed two key themes for our programming and service delivery: Innovation and Resilience. We devised innovative ways to support and engage seniors, and equipped them with resilience skills to cope with the pandemic. In terms of innovative services, we taught Chinese seniors to fill out service application forms online, arranged for them to participate in virtual programs and ceremonies, and assisted them with obtaining and downloading vaccine QR codes. When the senior residents in Chinatown required COVID-19 vaccines, we partnered with the Calgary Seniors' Resource Society to mobilize 50 volunteer drivers to transport 161 seniors to the pharmacy within five days, from 9:00 am to 4:30 pm. To ensure seniors can join our online programs, we recruited youth volunteers to provide customized technical training to seniors in three different ways – one on one, small group, and phone support – based on their learning needs. When restrictions were lifted for outdoor events, volunteers from the Chinatown Community Garden Committee and the Volunteer Handy Person Program worked collaboratively to build a beautiful garden in Chinatown that made the residents proud and happy. In the area of resilience, we developed and offered mindfulness workshops that empowered 95 participants to better cope with stress and improve their mental well-being. In addition, we delivered two radio programs, "Positive Life, Active Ageing" and "Mental Health Fitness Room", to share tips on positive mental health. All the above-mentioned initiatives produced phenomenal outcomes



and exceptional client satisfaction. Looking into the future, we will continue to follow the same themes and create more innovative programs to provide our seniors with necessary skills and support to handle life challenges and age in place happily.



**創新性** *Innovation*

**抗逆力** *Resilience*

## 透過網上連繫來促進社會包容

根據阿省政府的統計，有 45% 的卡城居民缺乏社區聯繫，30% 的加拿大長者感到孤單。加拿大心理健康協會在 2020 年進行的一項調查後發現，如能提升亞省居民的科技知識，便可以促進更多的社交聯繫，否則他們會在疫情內感到孤立無援。

## Promoting Virtual Connection for Social Inclusion

According to the statistics of the Government of Alberta, 45% of Calgarians do not feel connected to their community and 30% of older Canadian adults are at risk of becoming socially isolated. A survey conducted by the Canadian Mental Health Association (CMHA) in 2020 revealed that increased comfort with technology had facilitated more social connections for Albertans who would otherwise become isolated throughout the pandemic.

### 101 電腦學習班

這個一對一的學習班旨在幫助華裔長者學習如何使用電子器材來上網，如使用 Zoom 和 WhatsApp 聊天群，以增強他們的社交聯繫。我們的目標是透過科技，鼓勵長者安坐家中與家人聯絡及參加小組，從而減少社會孤立。當中有 138 名長者完成了 552 節課程，其中 244 節更由年青義工提供。課後問卷調查結果顯示，93% 的參與者在教學計劃後參加了更多的社交活動。而 88% 的參與者減少了孤獨感。

許多參與的長者表示，這個學習計劃對他們的生活產生了重大影響。從對科技一無所知，到他們現在可以使用電腦通過 Zoom 參與活動，並能使用智能手機通過 WhatsApp 免費與家人和朋友聊天。對長者來說，學習資訊科技有著重大意義。它不僅使他們能夠及時獲得所需要的資源和服務，更能使他們可用上網方式與他人聯絡。對於充滿挑戰的疫情期間尤其重要。許多長者更主動報名參加新一輪的培訓，因為他們想要學習更多，亦喜歡義工們的教學方法。我們的年青義工都認為這個計劃很有獎勵性和極具意義，他們表示在教導長者時獲得了正面的學習經驗，特別是在建立信心、教學技巧和跨代欣賞。這個項目成功地增進了隔代之間的瞭解，同時使華裔長者學習到科技，能更有信心上網搜尋所需。

**101 技術支援熱線**

手提電話及平板電腦

為曾經參加 4 堂 101 電腦學習班  
學員解答  
電腦或智能電話的應用問題。  
每人可享 20 分鐘解答時間。

致電：  
**(825) 561-7205**  
或  
**(825) 561-6188**

熱線開放：由 3 月 2 日至 3 月 30 日  
逢週三，下午 2 時至 4 時  
費用全免

查詢：耆英會 周先生

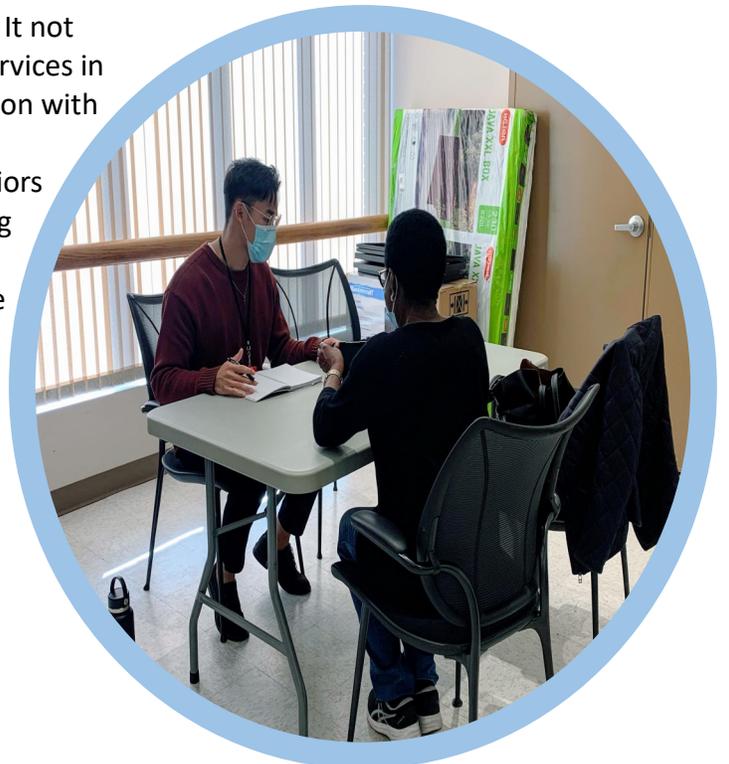




## 101 Virtual Connection Project

This one-on-one coaching project was designed to help Chinese seniors learn how to use their digital devices to access online platforms, such as Zoom and WhatsApp, to enhance their social connectivity. Our main goal was to use technology to reduce social isolation through encouraging and empowering seniors to connect with their loved ones and participate in online programs and support groups from their homes. 138 seniors completed 552 learning sessions, of which 244 were conducted by youth volunteers. Results from post-session questionnaires indicated that 93% of the participants had joined more social connection activities after the program and 88% of the participants felt less lonely.

Many participating seniors expressed that this learning program has made a significant difference in their lives. Starting from knowing nothing about technology, they can now use a computer or iPad to join programs and activities via Zoom, and use a smartphone to chat with family and friends for free via WhatsApp. Learning technology means a lot to seniors. It not only empowers them to access needed resources and services in a timely manner but also enables them to build connection with others virtually, which is especially important during the challenging times of the COVID-19 pandemic. Many seniors took the initiative to sign up for another round of training because they desired to learn more and loved the way our volunteers teach. Our youth volunteers all found the initiative rewarding and meaningful, and expressed that they had a positive learning experience working with seniors, especially in terms of building confidence, teaching skills, and intergenerational appreciation. This initiative had successfully enhanced understanding between generations while equipping Chinese seniors with the necessary skills and confidence to utilize technology and navigate the virtual world.



## 無牆線上活動室 (SCWW)

因疫情期間，華裔長者不能參加面對面的服務。這個創新項目藉著一個網上平台，去改善他們的健康狀況。參加者可以使用他們的家居電話參加運動班、聊天室、健康工作坊、社交康樂項目等活動。這種電話參與方式有助於緩解長者所面對的社交孤立，增加他們對社區的認同和歸屬感。在 2021 年，我們總共有 135 節活動，並提供了 1,462 人次接觸。班組人數由 3 到 40 名不等，並提供了豐富的內容來鼓勵長者參加和學習。參加者非常讚賞這項活動的靈活性，因為他們無論在卡城或以外地區，均可以在舒適的家中致電參與。有長者更表示，無牆線上活動室幫助他們建立了每日的時間表，提醒他們保持活躍並多用腦筋。活動室還使他們能夠建立社交網絡，並與其他長者建立友誼。

## Seniors Centre Without Walls (SCWW)

This innovative project features a virtual platform that aims to improve the overall wellness of Chinese seniors who cannot access in-person services due to the pandemic. Participants can use their home phones to join programs such as exercise class, chat groups, health workshops, social recreation programs, etc. This phone option helps to relieve social isolation experienced by seniors and increase their sense of community and belonging. In 2021, we provided 135 sessions with a total of 1,462 client contacts. Class and group sizes ranged from 3 to 40 participants, and a plethora of contents were offered to motivate seniors to participate, engage, and learn. Participants appreciated the flexibility of SCWW in particular, as it allowed them to call in from the comfort of their homes in Calgary and beyond. The seniors said that SCWW had helped them establish a routine, reminding them to stay active and engage their minds. It also enabled them to get connected to a support network and build friendship with other seniors.

## 長者週慶祝活動

2021 年，耆英會安排了三個創新項目來慶祝長者週。旨在增加孤立長者的社會包容性、培養積極性和建立抗逆力。由於新冠病毒的公共衛生限制，我們不得不將慶祝形式從面對面改為網上進行。第一個項目包括四個視頻的製作。每個視頻都講述了一位移民長者如何從孤獨和艱辛的生活中，建立起獨立、快樂和健康的加拿大生活。觀眾們對這些視頻表示由衷的讚賞，認為這些感人的故事，激發了他們在逆境中要保持樂觀和堅持的精神。第二個項目是“愛長者 - 藝薈展”。由社區同行大使的七位長者義工主持。該項目提供了一個網上展覽平台，展示他們創作的各種藝術作品（包括針織小動物、手工藝品和中國傳統剪紙裝飾）。目的在促進社區對長者的理解、愛心和關顧。義工的生活經歷和他們的作品給參與者留下了深刻的印象和啟發，並感受到即時的聯繫。第三個項目“堅持下去 - 許個願”，邀請了 70 位長者通過視頻和直播分享方式來表達疫情過後的願望，使他們共渡一段有意義的時光。長者週慶祝活動以有趣的互動遊戲和豐富的獎品結束，最後由長者對耆英會職員和義工為卡城華裔長者提供的卓越服務作出熱情的回應和感謝。



## Seniors' Week Celebration

In 2021, CCECA implemented three innovative projects to celebrate Seniors' Week, with the aims of increasing social inclusion for isolated seniors, fostering positivity, and building resilience. Due to COVID-19 restrictions, we had to change the celebration format from in-person to virtual. The first project involved the production of four videos, each featuring an immigrant senior journeying through loneliness and hardship to build an independent, happy and healthy life in Canada. The audience expressed sincere appreciation for the videos, saying that the touching stories inspired them to stay optimistic and perseverant in the midst of adversity. The second project, "Love Seniors Art Showcase", was hosted by seven seniors from the Community Helper Program. The project provided a virtual stage to showcase various artworks created by these seniors (including knitted animals, handicrafts, and traditional Chinese paper-cutting decorations), with the goal of promoting understanding, love and care for seniors in our community. Participants were greatly impressed and inspired by the volunteers' life experiences and their artworks and felt a ready connection. The third project, "Make a Wish", engaged 70 seniors to share their post-pandemic wishes by means of videos and live sharing, giving the seniors a meaningful time of connection. The Seniors' Week Celebration concluded with fun interactive games and fabulous prizes for participants, followed by heart-warming feedback and expressions of gratitude to the staff and volunteers of CCECA for their exceptional services to Calgary's Chinese seniors.



耆英會 June 7 - 13, 2021  
**Seniors' Week**

# 長者週活動

Sat JUN 5	<p>6月5日(星期六) 上午 11 時 <b>聯繫加國的故事</b> 分享長者移民加國心路歷程的故事 Zoom ID: 875 977 9955</p>
Tue JUN 8	<p>6月8日(星期二) 上午 11 時 <b>愛長者 - 藝善展</b> 藉藝術創作互相連繫, 將關懷送給長者 Zoom ID: 882 1600 3141</p>
Wed JUN 9	<p>6月9日(星期三) 下午 2 時 <b>堅持下去 Make A Wish!</b> 分享幸福快樂願望短片, 為健康加油! Zoom ID: 828 5548 3908</p>

網上進行

與長者建立聯繫

向親愛的會員/長者致敬,

祝賀你們長者週快樂!

凡參加長者週活動 · 均可參加抽獎及獲得紀念品一份。

查詢: (403) 269-6122  
不用報名, 歡迎按時登入參與

## 長者好鄰居計劃 (SenNet)



長者好鄰居是於 2020 年開展的創新社交聯繫和社區參與的計劃。目的在於啓動和燃點善意，並在華埠和全景山的目標社區推廣鄰里網絡。我們在社區層面方面，提供一對一的非正式鄰舍支援及社交小組，並組織社區活動以鼓勵居民參與。在 2021 年，我們在華埠組織了 24 次社交小組活動和 29 次社區活動，並招募及培訓了 26 名長者義工和 12 名義工領袖提供鄰里支援。此外，更為 165 名社區孤獨長者提供了 1,680 人次服務。其中一個重點是在去年夏天，在華埠長者居民和社區義工的共同努力下，開發了華埠社區花園。花園不僅為當地居民保留了寶貴的城市綠地，更增加社區聯繫和凝聚力。在疫情期間，長者可以在戶外安全的環境下見面，同時享受新鮮空氣、建立新友誼和欣賞美麗花朵。有些長者也參加了耆英會的園藝工作坊，並開始在花園裡種花，培養興趣或成為義工。這個有意義的社區項目深受到大家的歡迎，因為它對長者及其他居民的身心及社交方面產生了深遠的積極影響。展望未來，我們將於 2022 年 4 月在全景山社區開展工作，將會評估長者居民的即時和新的需求，並將開展與華埠類似的社區參與活動來支援該鄰舍長者。

引述自華埠的居民：

“我經常去社區花園澆水和照顧植物，因為這個花園屬於我們，我愛我的社區。”



## Senior Neighborhood Net (SenNet)

SenNet is an innovative social connection and community engagement initiative launched in 2020, aiming to inspire and ignite kindness and promote neighborhood networks in the target communities of Chinatown and Panorama Hills. We work at the neighborhood level, fostering one-to-one informal neighbor support, facilitating social group connection activities, and organizing community events that motivate resident engagement. In 2021, we organized 24 social group activities and 29 community events in Chinatown, recruited and trained 26 senior volunteers and 12 leadership volunteers to provide support to their neighbors, engaged 165 isolated seniors in the community, and made 1,680 client contacts. One of the highlights is the development of the Chinatown Community Garden last summer through the collaborative effort of Chinatown senior residents and community volunteers. The garden not only preserves valuable urban green space for local residents but also serves as a catalyst that increases community connection and cohesion. Seniors feel safe meeting at this outdoor space during the pandemic while enjoying the fresh air, new friendships, and beautiful flowers. Some of the seniors also attended CCECA's gardening workshops and started to grow flowers as a hobby or volunteer at the community garden. This meaningful community project is welcomed by all as it has a far-reaching positive impact on the physical, mental and social well-being of seniors and other residents in the community. Moving forward, we will be conducting outreach work in Panorama Hills in April 2022 to assess the immediate and emerging needs of seniors residents, and will spearhead similar community connection and engagement projects to support the neighborhood.



### Comment from Chinatown resident:

*“I always go to the community garden to water and take care of the plants because this garden belongs to us, and I love my community.”*

# 2

# 抗逆力 *Resilience*



## 支援心理健康

心理健康是一個大眾關注的議題。有 42% 的亞省居民表示，在整個疫情期間，孤獨感是他們和社區最關心的精神健康議題（加拿大心理健康協會, 2020）。長者確認哀傷與喪失是他們在疫情中及後期首要共同處理的心理議題（積極老齡化行動小組, 2021）。為回應這些議題，耆英會度身製作了兩個電台節目，去接觸華人社區的廣大聽眾。我們還提供了兩個心理社交小組，發展了一系列正念靜觀工作坊、心理急救課程和健康交流課程，並提供情緒支援熱線，以確保長者在疫情期間能夠及時獲得所需的心理健康支援服務和資源。

## Supporting Mental Wellness

Mental health is a universal issue, and 42% of Albertans reported isolation throughout the pandemic as the top mental health concern for themselves and their community (CMHA 2020). Mental health concern, including grief and loss, is identified by seniors as a top priority issue that requires collective action during and after the pandemic (Active Aging Action Team 2021). In response to these concerns, CCECA custom-built two radio programs to reach out to a wide audience in the Chinese community. We also offered two psychosocial groups, developed a series of Mindfulness workshops, a Psychological First Aid course and a Wellness Exchange course, and provided an emotional hotline to ensure that seniors have ready and timely access to needed mental health support services and resources during the pandemic.



## 中文電台節目

“心靈健身房”電台節目的製作是爲了幫助聽眾建立抗逆力的技巧，使他們能夠處理生活中的挑戰和逆境。每集節目都講述一個逆境故事，並由社工演譯如何在逆境中應用抗逆力技巧，還提供了與心理健康有關的貼士和資源。聽眾表示此節目爲他們提供了有用的正向心理健康知識，亦表達十個逆境故事對他們非常有影響，並啓發他們能獲取逆境自強的技巧。由此證明本節目能有效地幫助聽眾提高自我意識、放下消極情緒和維持積極情緒。這些要素是組成抗逆力技巧的主要部份，有助保持全人心理健康。

fm94.7  
Fairchild Radio  
加拿大中文電台

CCECA - Mental Fitness Program 耆英會與你  
10/07 - 12/09, 2021  
Live @ Thurs 1015am

# 心靈健身房

**主題**  
我是主角  
變成功的魔法  
可見的未來  
反敗為勝的要訣  
解難有妙方  
管好情緒反應  
找個至Fit活動  
健康人際支援圈

Alberta  
本節目由亞省政府精神健康及成癮 COVID-19 社區資助撥款計畫資助  
This radio program is funded through the Government of Alberta  
Mental Health and Addiction COVID-19 Community Funding Grant Program

## The Chinese radio program

“Mental Health Fitness Room”, was created to help the audience build resilience skills that will empower them to handle challenges and adversity in life. Each episode featured a resilience story, with a social worker illustrating how to apply specific resilience skills during adversity. Tips and resources related to mental health were also provided. Our audiences reported that the program provided them with useful knowledge on positive mental health, and expressed that the ten resilience stories were very impactful and inspired them to acquire skills to bounce back from negative life experiences. The program proved to be effective in helping the audience increase self-awareness, let go of negativity, and sustain positive emotions. These elements are the key components of resilience skills that contribute to their overall mental well-being.



## 正念靜觀工作坊

我們的正念靜觀工作坊系列是 2021 年最受歡迎計劃之一，並帶來驕人的成果。我們邀請了兩位專業教練幫助長者、職員及義工去學習和練習基本正念靜觀的技巧，藉此提升他們的心理健康。工作坊後的調查揭露了難以置信的正面結果，雖然所有參加者都沒有正念靜觀的知識，但當他們在完成工作坊後，都能建立每天練習靜觀技巧的習慣。另外所有參加者亦表示，所學到的正念靜觀技巧，可以幫助他們放鬆及提升生活質素。

## Mindfulness Workshop

Our mindfulness workshop series was one of the best received initiatives in 2021, and it produced phenomenal outcomes. We invited two professional trainers to help seniors, staff, and volunteers to learn and practice basic techniques of mindfulness that enhance their mental well-being. The post-workshop surveys revealed an incredibly positive result, where 100% of participants who had no prior knowledge of mindfulness skills expressed that they had built a daily routine to practice the techniques after attending the workshops, and 100% of the workshop participants reported that the mindfulness skills learned had enabled them to relax and improve their quality of life.

## 參與者的回應：

“我喜歡三分鐘呼吸法，因為每天隨時都可以做。”

“我發現練習身體掃描技巧是很有用的，可幫自己在壓力下平靜下來。”

“通過練習正念技巧，我學會了好好照顧自己，我好感恩。”

“那些逆境故事啟發了我，我學到了實用技巧和知識去處理生活上的困難。”

“我發現豐盛生活和抗逆力技巧非常實用，可以幫助我解決情緒上的問題。”



## Participant feedback:

*“I like the three-minute breathing exercise that I can do anytime daily.”*

*“I find the body scan techniques very useful to calm myself when I am stressed.”*

*“I learn how to take care of myself better through practicing mindfulness skills, I am thankful,”*

*“I am inspired by the resilience stories and learned practical skills and knowledge to manage life difficulties.”*

*“I find the flourishing and resilience skills very useful and practical that help me to solve my emotional problems.”*



# 感人

## 個案分享

### IMPACT STORIES

耆英會的情緒支援熱線為生活陷於困難的人士提供一個介入點，讓他們可及時獲取相關諮詢和服務。

任女士患有絕症，最終被轉介到善終服務單位。善終服務社工致電耆英會的情緒支援熱線，為任女士及其家人尋求文化上的支援。耆英會社工即時聯絡了任女士的女兒，發現其家人因為長期護理的壓力，已經筋疲力盡。我們的社工多次探訪任女士，為她提供情緒支援及輔導。社工還幫助任女士的丈夫約翰面對作為照顧者的困難。任女士去世後，社工繼續探望約翰，持續提供支援性輔導，協助他走出哀傷及喪失。憑藉我們緊貼和專業的服務，約翰成功地從喪親之痛中走出陰霾。他現在能夠積極地面對生活並重建社交網絡，目前計劃在夏天去探望他的孫子們。

# 情緒支援熱線個案分享

## Emotional Hotline Story Sharing

CCECA's emotional hotline is an entry point at which a needy party can gain access to relevant resources and services in a timely manner.

Ms. Y had a terminal illness and was eventually transferred to a hospice. The hospice social worker called CCECA's emotional hotline to seek cultural support for Ms. Y and her family. CCECA's social worker promptly contacted Ms. Y's daughter and found that the family members were exhausted due to long-term caregiving and management of her illness. Our social worker paid several visits to Ms. Y to address her emotional needs and provide supportive counseling. The social worker also helped Ms. Y's husband, John, to cope with the hardship of caregiving. After the passing of Ms. Y, the social worker continued to visit John and offered supportive counseling to help him manage his grief and loss. With our timely and professional service, John has successfully recovered from his bereavement. He is now motivated to adopt an active lifestyle and rebuild his social connections, and is planning a trip to go visit his grandchildren in the summer.

情緒支援熱線

825

561 - 6122

社工接聽

協助舒緩生活壓力、解決問題及提供轉介服務

談話內容絕對保密。此為非緊急性熱線。  
服務時間為星期一至五，早上九時至下午五時。



耆英會



## 特別需要小組個案分享 Special Needs Group (Adult Day Program) Story Sharing

一年前，鮑女士被亞省衛生局轉介參加耆英會的特別需要小組。作為一個新移民，她在加拿大缺乏朋友支援。鮑女士一個人住，她的女兒經常來探望她，由於患有帕金森氏症，鮑女士容易感到疲累。服藥後，她每天只有一至兩個小時能做自己喜歡的事情。在加入我們的特別需要小組之前，鮑女士感到孤單和沮喪。在第一次會面時，她泣不成聲，因為對生活感到絕望，她甚至尋求安樂死的途徑。後來，當她開始參加每週一次的 Zoom 會議後，她的生活發生重大的變化。在長達一小時的會議中，鮑女士愉快地與其他小組成員聊天，一起做運動，積極參加各種小組活動。她總是期待參加下一次 Zoom 會議並與大家會面，這更是她每週的生活亮點。在過去的一年裡，鮑女士結識了很多朋友，非常喜歡參與網上活動。她感到生活比以前更快樂充實。除了幫助鮑女士，職員還邀請她的女兒加入照顧者支援小組，與其他照顧者見面和交流，彼此互相學習和支持。加強了她的女兒在照護母親方面的信心。在耆英會的職員的努力不懈下，為她們提供持續的支援和服務，使她們的生活質素得以提升，她們為此表示衷心的感謝。

Ms. B was referred by Alberta Health Services to join CCECA's Special Needs Support Group a year ago. As a new immigrant, she did not have any friends in Canada. Ms. B lives alone and her daughter visits her frequently. Ms. B has Parkinson's disease and does not have much energy. After taking medications, she has only one to two hours per day during which she has energy to do the things she likes. Before joining our support group, Ms. B. felt isolated and depressed. At the initial meeting, she cried because she felt very hopeless and asked for medical assistance in dying. Her life drastically changed when she started to attend the weekly Zoom meetings. During the hour-long meetings, Ms. B happily chats with other group members, does exercise together, and participates in various group activities. She always looks forward to attending the next Zoom session and connecting with everyone, which is the highlight of her week. Over the past year, Ms. B has made many friends and greatly enjoyed the virtual program. She feels that life is much happier and more meaningful than before. Apart from helping Ms. B, our staff also invited her daughter to join our caregiver support group to meet and mingle with other caregivers for mutual learning and emotional support. Consequently, her daughter has become more confident in supporting her mom because she knows that help is available when she needs it. Both Ms. B and her daughter expressed genuine gratitude to CCECA staff for coming alongside them and providing them with valuable support and services that enhanced their quality of life.

# 外展服務個案分享

## Outreach Services Story Sharing



瑪莉透過醫生轉介聯繫外展部。她今年 80 歲，於 2021 疫情期間移民到加拿大。因健康問題，在她抵達加拿大不久就住院了。她的配偶原本打算和她一起移民到加拿大，但因在移民前染疫而未能跟她同行。瑪莉在卡城有一個兒子但他不熟識老人福利，並因要照顧母親而不知所措。瑪莉的兒子發覺疫情期間許多政府服務都停止了，他擔心瑪莉會受到感染，影響身體健康。外展員協助他通過網上服務取得瑪莉的社保號碼，繼而幫助她登記消費稅退款計劃、填交報稅表、及申請福利。外展員隨後進行了家訪，協助她申請亞省老人福利。外展員亦協助她的兒子聯繫社區護理部門申請自我管理計劃，以便他可以聘請人來照顧瑪莉。瑪莉的配偶最終抵達卡城與家人團聚。外展員還協助他們的兒子通過互聯網完成新冠病毒篩查過程。瑪莉及其丈夫已在卡城安頓下來，他們全家人都感謝耆英會在疫情期間為他們提供及時和適切他們需要的服務。

Mary was referred to CCECA by her family doctor through the Primary Care Network. She is 80 years old and immigrated to Canada in 2021 during the COVID-19 pandemic. Mary has multiple health issues and was hospitalized soon after her arrival in Canada. Her spouse was set to immigrate to Canada with her but was delayed by the pandemic in their home country. Mary has a son in Calgary but he was not familiar with senior benefits and felt overwhelmed taking care of his mother. He found that many services were unavailable during the pandemic, and was fearful that his mother might get infected and suffer serious health consequences. CCECA's outreach worker assisted Mary's son to obtain her Social Insurance Number over the internet so that Mary can sign up for GST credits, file tax returns, and apply for senior benefits. The outreach worker then conducted a home visit and connected Mary with the Alberta Seniors Financial Assistance Program. The worker also provided information to Mary's son and assisted him in accessing Alberta Health Services' Home Care Program so he could hire a helper to care for Mary. When Mary's spouse eventually arrived in Calgary to reunite with his family, the worker also helped them complete the COVID screening process over the internet. The couple had settled down smoothly and the whole family was grateful to CCECA for providing them with timely, customized services during a very challenging time.

impact  
stories



讓義工參與項目計劃和統籌一直是耆英會的關注重點之一。藉著華埠社區花園項目，我們與來自卡城園藝協會的十多名義工建立了聯繫。來自不同的背景的他們在項目的規劃和實施過程中慷慨地分享了他們的知識和技能。此外，Youth Central 的八名青少年義工幫助清理草皮，耆英會長者家居維修計劃的七名義工，共花了三天時間建造了六個花床。我們長者好鄰居計劃的十名義工花了一週的時間油漆了 12 張社區長椅，其中兩張現放置在華埠社區花園中。在同心協力下，此項目能成功地落實執行，為社區帶來深遠的影響之餘。也加強了所有參與者對社區的認識和歸屬感。

Getting volunteers involved in planning and leadership has been one of CCECA's major focuses. Through the Chinatown Community Garden project, we connected with over 10 volunteers from the Calgary Horticultural Society who came from diverse backgrounds and generously shared their time, knowledge and skills during the planning and implementation of the project. In addition, eight teenage volunteers from Youth Central helped to remove the grass sod while seven volunteers from CCECA's Volunteer Handy Person Program spent three days building six gardening beds, and ten resident volunteers from our SenNet program spent a week painting 12 community benches, two of which are now being placed in the Chinatown Community Garden. The collaborative effort brought a great sense of community and ownership to all participants and made this project extremely successful and impactful.

根據 2021 年義工服務調查問卷結果顯示，義工服務不僅對耆英會和長者有益，對義工本身也有益處。94%的義工表示，通過義工服務，他們認識新朋友及獲得更好的支援。93%的義工表示義工服務有助他們的整體健康。91%的義工表示他們的生活更有意義。義工不僅為耆英會帶來了豐富的經驗、專業的知識和熱忱的服務，也為長者的生活帶來了巨大的改變和持續的影響。他們是我們能夠提供優質服務的支柱，是耆英會的無價之寶，我們向他們致以最誠摯的感謝和敬意。

Results from our 2021 annual volunteer survey evidenced that volunteering is beneficial not just for CCECA and our clients, but also for the volunteers themselves. 94% of our volunteers reported that through volunteering, they had reaped new friendships and received better support, 93% indicated that volunteering had contributed to their overall well-being, and 91% expressed that it had made their lives more meaningful. Our volunteers bring in a wealth of experience, expertise and passion to make a drastic difference and lasting impact in the life of seniors. They are the backbone of our services and priceless treasures to CCECA, and to them we extend our sincerest appreciation and gratitude.



**306**

活躍義工數目  
Active volunteers number



**10,155**

義工服務時數  
Total volunteer hours

**New in**  
2022



# 最新動向

## 長者接送及醫療傳譯計劃

由亞省政府社區創新計劃資助

本計劃的交通接送部份旨在幫助行動不便、有語言障礙和缺乏社交支援的華裔長者，提供交通接送服務，以滿足他們前往就診，日常活動（購買雜貨）及社交活動的實際需要。計劃初期，我們會招募義務司機接送長者去看醫生及購買雜貨，然後我們會擴大交通接送服務範圍去滿足長者較高的需求。在傳譯服務部份，我們亦會招募和培訓義工擔任傳譯員，去幫助華裔長者在就診時作傳譯。藉此減低語言障礙，促進病人與醫務人員之間的有效溝通。這個融合計劃的目的是讓長者盡量留在社區中過獨立生活。

### Volunteer Escorted Transportation and Medical Interpretation Program

Funded by the Community Initiatives Program, Government of Alberta

The transportation component of this program aims to help Chinese older adults who struggle with mobility issues, language barriers and lack of social support to address their practical needs through providing rides to medical appointments, essential activities (such grocery shopping), and social connection activities. At the initial stage, we will recruit volunteer drivers to provide rides for medical appointments and grocery shopping for targeted seniors, then we will expand our service to offer rides for other high need activities. Under the interpretation component, we will recruit and train volunteers as interpreters to help Chinese seniors during medical appointments, so as to bridge the language gap and facilitate effective communication between patients and medical personnel. The goal of this integrated program is to enable seniors to live in the community independently and for as long as possible.



# 文化美食廚房和社區花園

由加拿大政府老年人新視野計劃資助



本項目的目的是透過分享煮食和園藝的樂趣，幫助華裔長者與其他社區成員保持聯繫。計劃將提供十個，每月一次的聚會。每月圍繞煮食獨特主題的聚會包括文化、學習英語和節日。我們將與 Village Common Carya 的職員合作，為長者創造多元文化學習的機會，培養他們對煮食和園藝的興趣和技能。參與者將和來自不同種族文化背景和年齡的其他社區居民見面及交流。長者也可以選擇在網上參加煮食示範。我們目標是通過這個項目服務 250 名長者和 30 名非長者人士，同時邀請他們成為義工參與活動的計劃和活動建議。除了烹飪之外，我們還包括長者幫忙打理華埠社區花園，種植可用作煮食的蔬菜。這個跨文化和跨年齡計劃，將增進不同文化和年齡人士的認識和互相欣賞，並為所有參與者帶來“以食為樂”的體驗。

## Healthy Kitchen Fest and Community Gardening

Funded by the New Horizons for Seniors Program, Government of Canada

This project aims to help Chinese older adults to stay connected with other community members by sharing their interest in cooking and gardening. The program will offer 10 monthly sessions with unique themes revolving around cooking, culture, English learning, and festivals. We will collaborate with staff in Carya's Village Common to create multicultural learning opportunities for older adults to develop interest and skills in cooking and gardening. Participants will meet and mingle with other community residents from diverse ethnocultural backgrounds and age groups. Seniors will also have a choice to join the cooking class online. We aim to serve 250 seniors and 30 non-seniors through this project, and engage seniors and non-seniors as volunteers to take part in the planning and design of the proposed program activities. Apart from cooking, we will involve seniors in helping to tend the Chinatown Community Garden and grow vegetables that can be used in cooking. This intercultural and intergeneration program will enhance understanding and appreciation between different cultures and generations and bring positive “food for fun” experiences to all participants.

5月

### 文化美食廚房



快來參加，美食分享，文化交流！  
活動將設輕盈午餐

「米」，一種對世界各地的飲食文化很重要主食，超過100個國家種植。通過製作及品嚐海鮮米紙卷，發掘背後的故事和文化交流。

日期: 5月31日  
時間: 12:30pm - 2:00pm  
地點: Carya Village Commons,  
610 8 Ave SE, Calgary, AB T2C 0M1

JOIN ZOOM MEETING  
會議ID號碼: 816 3473 8792

名額有限 · 查詢及報名  
403-269-6122

INCLUSIVE KITCHEN FEST IS ORGANIZED BY:



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



# 服務統計 **Services** Statistics

全年服務總人次 Total Client Contacts

# 96,884



## 服務使用者人數

No. of clients: 3,940

## 會員人數

No. of Members: 1,549



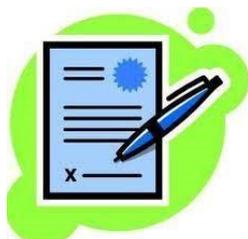
長者日間護理 (特別需要小組)  
ADP (Special Needs Support Group)

**4,112**



社區同行大使計劃  
Chinese Community Helper Program

**7,674**



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

**48,494**



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

**1,680**



社交康樂活動  
Social & Recreational Programs

**10,516**



無牆線上活動室  
Senior Centre Without Walls (SCWW)

**1,462**



文教活動  
Educational Programs

**15,655**



長者家居維修計劃  
Volunteer Handy Person Program

**452**



保健服務  
Health Services

**6,080**



101 電腦學習班  
101 Virtual Connection

**759**

## 2021 營運收支表 Statement of Operations

2021 年 12 月 31 日 Year ended December 31, 2021

	2021	2020
<b>REVENUE 收入</b>	\$	\$
Funded programs 撥款收入	1,349,463	1,275,918
Donation and fundraising 捐款及籌款	64,073	127,626
General programs 一般活動	49,352	46,152
Casino 賭場撥款	29,201	34,876
Membership dues 會員費	30,510	29,399
Amortization of contributions related to capital 延後資產注資減值	47,281	20,597
Longevity 長壽組	40,961	15,784
Other income (loss) 其他收入 (虧損)	164,134	(6,189)
	<b>1,774,975</b>	<b>1,544,163</b>
<b>PROGRAM EXPENSES 活動支出</b>		
Funded programs 撥款支出	1,349,463	1,275,918
General programs 一般活動	35,705	26,293
Amortization 折舊	48,164	20,269
Longevity 長壽組	40,961	15,784
	<b>1,474,293</b>	<b>1,338,264</b>
	<b>300,682</b>	<b>205,899</b>
<b>GENERAL AND ADMINISTRATION EXPENSES 一般及行政支出</b>		
Wages and benefits 薪金及福利	149,479	105,820
Office and administrative 辦公室支出	84,642	107,897
Fees charged to funded programs 撥款轉入	(42,780)	(62,480)
	<b>191,341</b>	<b>151,237</b>
<b>EXCESS OF REVENUE OVER EXPENSES FROM OPERATIONS</b>		
全年度盈餘扣除營運支出	109,341	54,662
<b>CANADA EMERGENCY WAGE &amp; RENT SUBSIDY</b>		
加拿大緊急工資和租金補助	51,711	40,731
<b>EXCESS OF REVENUE OVER EXPENSES 全年度盈餘</b>	<b>161,052</b>	<b>95,393</b>

# 卡城華人耆英會 第二十四屆理事會名單

The 24th Board of Directors (2021-2022)

## 會長 President

王吉伶 Aldous Wong

## 副會長 Vice President

廖樹生 Vincent Liu

## 秘書 Secretary

伍敏嘉 Catherine Ng   曾昭正 Albert Tsang   朱敖蕙瑚 Angela Chu (已離職 resigned)

## 財政 Treasurer

鄭嬋娟 Sim Kwong

## 理事 Directors

潘文龍 Jason Poon   關國權 Patrick Kwan   駱偉文 Michael Lok

陳星南 John Chan   高頌涵 William Kao (已離職 resigned)

吳錦鳳 Elsie Ng (已離職 resigned)   余佩 Annie Yu (已離職 resigned)

## 上屆會長 Immediate Past President

胡汝燁 Sidney Woo

## 社會事務顧問 Social Services Advisor

鮑胡嫻儀 Teresa Woo Paw





# 卡城華人耆英會

The Calgary Chinese Elderly Citizens' Association

## Our Vision 我們的展望

Chinese older adults live happy, healthy independent lives and contribute to the Canadian society.

華裔長者過着幸福，健康的獨立生活和為加拿大社會作出貢獻。

## Our Core Values 我們的核心價值

Excellence 卓越  
Compassion 仁愛  
Integrity 正直  
Respect 尊重  
Teamwork 團隊



## Our Mission 我們的使命

The Calgary Chinese Elderly Citizens' Association is a charitable organization that provides a supportive environment aimed to enhance the well-being of Chinese older adults and their integration into the Canadian society.

卡城華人耆英會是一個慈善團體，其使命是提供支援的環境，提升華裔長者的福祉，使其融入加拿大社會。

## Our Goals 我們的目標

Build a strong and supportive Chinese community in

建設一個強壯，互相支持的華人社區

- ◆ Strengthening organization and community capacity and impact 加強機構及社區的能力及其影響力
- ◆ Enhancing social inclusion 提升社會共融
- ◆ Facilitating civic engagement 助長公民權益參與
- ◆ Reducing social isolation 減少社會孤立

## 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

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



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