

Annual Report 2022 年報



多元化規劃及合作
實現疫情恢復

**Pandemic Recovery
Through Diverse
Programming and
Collaboration**



卡城華人耆英會

The Calgary Chinese Elderly Citizens' Association



目錄

TABLE OF CONTENTS



	頁數 Page
會長的話 Message from the President	1
總幹事的話 Message from the Executive Director	2 & 3
合作焦點 Collaboration Highlights	
1. 全景山社區中心 Panorama Hills Community Centre	4
2. 卡城華人宣道會 Calgary Chinese Alliance Church	4
3. 卡城華人社區服務中心 Diversecities	5
4. 卡城警察局、卡城市中心協會、卡城華埠街坊會及華埠商業促進區 Calgary Police Service, Calgary Downtown Association, Calgary Chinatown Community Association, and Chinatown Business Improvement Area	5
5. 惠群大廈、頤景樓和華英大廈	6
Wai Kwan Manor, Clover Living, and Wah Ying Mansion	
6. 長者中心聯盟 Senior Centre Network	6
多元化計劃焦點 Diverse Programming Highlights	
1. 健康美食廚房及社區花園 Healthy Kitchen Fest and Community Garden	7
2. 「一線曙光」關注虐老劇場 "Glimmer of Hope" Elder Abuse Plays	8
3. 更多實體活動及新班組 More in-person programs and new classes	9
嶄新項目 New in 2023	
1. 耆英中心提升設施計劃 Centre Facility Upgrade Plan	10
2. 美善矚福計劃 Palliative and End of Life Care (PEOLC) Program	11
3. 電腦學習角及網上活動	12
Drop-in computer learning corner and virtual programs	
客人故事 Clients' Stories	
老人日間護理服務 - Adult Day Program	13
外展服務 - Outreach Services	14
神祕聖誕禮物 - Secret Santa Program	15
社區同行大使 - Chinese Community Helpers Program	16
義工服務統計焦點 Volunteer service statistics highlights	17
焦點服務 Highlight service - 交通接送及醫療傳譯計劃 ET & MIP	18
2022 服務統計 Services Statistics	19
2022 營運收支表 Statement of Operation	20
第24屆理事會名單 The 24th Board of Directors (2022-2023)	21

會長的話

Message from the President



王吉伶先生
Aldous Wong

作為卡城唯一以母語服務的耆英中心，我們與其他長者服務機構緊密合作，為最有需要的群體——長者們提供優質服務。在2022年，我們加強並擴大與其他長者中心的合作。作為理事會會長，我喜歡以參加者的身份支持耆英會活動，可以更了解使用者體驗。我加入了耆英會的隊伍，去參加由九間長者中心合辦的草地滾球比賽和保齡球比賽。我們所有草地滾球隊成員都從未玩過這個運動，但我們都玩得很開心，甚至進入了決賽。這兩個比賽受到長者熱烈歡迎，現已成為所有中心每年的活動。

這種合作模式非常有效，令我們可以通過與其他夥伴機構合作來突顯長者中心對於減低社交孤立和增強社會包容方面的重要工作。通過提供有意義的活動，長者中心在減低政府的醫療支出方面發揮著重要作用，因為讓長者能居家安老，比留在醫院或護理院的開支更低。通過這種合作，我們成功鼓勵更多長者在疫情放緩後外出活動並重新連結。在安全環境中享受樂趣和友誼後，長者變得更加開放和有動力參加其他有益身心健康的活動。

耆英會二十多年來一直為華裔長者提供醫療傳譯服務。從他們口中得知，當他們去醫院或專科診所時，需要交通接送服務。在亞省政府的資助下，我們於2022年與卡城長者資源協會合作推出了交通接送計劃。儘管在招募義工方面面對挑戰，但作為卡城僅有的兩家免費交通接送服務提供者之一，我們意識到我們的重要角色，並努力克服挑戰。展望未來，我們將與其他機構共同努力，向政府游說獲得持續撥款，並通過創新渠道招募更多義工，以便繼續為有需要的長者提供這重要服務。

我謹代表理事會衷心感謝所有合作夥伴和撥款機構，感謝您們與我們攜手為長者服務。正因您們的信任和合作，耆英會才能擴闊我們的服務範圍和視野，為長者提供更多機會，過著健康而充實的生活。我也想藉此機會祝賀我們的總幹事李陳美儀女士榮獲極具聲望的女皇伊利沙伯二世白金禧紀念勳章。這項殊榮是特為表彰致力貢獻社區和國家的個別人士而設的。我們為她感到非常自豪，並對她多年來在耆英會的領導和貢獻深表感謝。

Being the only first-language senior centre in Calgary, CCECA works closely with other senior serving agencies to provide quality services to the most vulnerable population, i.e. seniors. In 2022, we have strengthened and expanded our collaboration with other senior centres. As the President of CCECA, I like to support our activities as a participant to gain a better understanding of the client experience. For instance, I joined the CCECA teams at the bowling and lawn bowling tournaments which were jointly organized by nine senior centres. Members of our lawn bowling team had never played the game before, but we all had a lot of fun and even made it to the finals. These two tournaments were extremely well-received by the seniors and have now become annual events for all the centres.

This collaboration goes a long way because we are leveraging our network of partners to profile the important work of senior centres in the reduction of social isolation and enhancement of social inclusion. In providing meaningful activities, the senior centres play a major role in reducing government health spending because it is much cheaper to keep seniors at home than in hospitals or care facilities. Through this collaboration, we successfully encouraged more seniors to come out and reconnect as the pandemic subsided. After enjoying fun and friends in a safe environment, the seniors became more open and motivated to join other programs that benefit their physical and mental well-being.

For over two decades, CCECA has been providing medical interpretation services for Chinese seniors. We heard from them that escorted transportation is needed when they go to hospitals or specialist clinics. With funding from the Alberta Government, we launched the Escorted Transportation Program in 2022 in collaboration with the Calgary Seniors' Resource Society. It was difficult to recruit adequate volunteers to operate the service, but being one of the only two free escorted transportation providers in Calgary, we recognize our crucial role and pressed on to overcome the challenges. Moving forward, we will work with other stakeholders to lobby the government for ongoing funding, and will recruit more volunteers through innovative channels so that we can continue to provide this important service to vulnerable seniors.

On behalf of the Board of Directors, I would like to extend my sincere appreciation to all our partners and funders for working with us to serve our seniors. It is your trust and collaboration that has enabled CCECA to expand our horizon and scope of services to offer more opportunities for seniors to lead a healthy and fulfilled life. I would also like to take this opportunity to congratulate our Executive Director, Liza Chan, on her being awarded the prestigious Queen Elizabeth II's Platinum Jubilee Medal. This coveted award recognizes outstanding service from individuals who have dedicated themselves to bettering our community and our country. We are very proud of her and deeply grateful for her leadership and contribution to CCECA over the years.

總幹事的話

Message from the Executive Director

2022年是疫情的轉捩點，因為疫情開始放緩，我們在3月1日重新開放耆英會。因疫情影響，許多長者陷入了困在家中、久坐不動的生活模式，並因擔心受感染而不願外出。鑒於這種情況，我們決定聚焦於一個主題：多元化規劃及合作實現疫情恢復。

為了實現這個目標，我們設計了許多吸引長者的新節目。例如在東村的社區中心 Village Commons與carya合作，推出健康美食廚房活動。通過這個活動，長者學習了許多美味的食譜，同時有機會與不同年齡和文化背景的參與者交流。其他新節目包括土風舞和乒乓球，這些活動提供了健康好玩的運動機會，吸引了一群長者定期每週參與。

此外，我們度身訂造了靜觀課程，幫助長者學習和實踐自我照顧技巧，如身體掃描和呼吸練習，以增強他們在疫情期間的復原力及韌性。這些課程提供實體及網上教學，增加參加機會，並為許多長者帶來了顯著的身心益處。

在倡導方面，我們鼓勵長者積極參與建設華埠的未來。我們與「明日唐人街」諮詢委員會合作，與華埠居民和有興趣人士進行諮詢，討論華埠文化計劃、華埠再發展計劃和華埠街道壁畫等事項。參與者有機會就這兩個計劃提出意見，並表達對華埠未來的期望。在街道壁畫的諮詢會上，參與者坦率地告訴藝術家，將中國人物繪畫在道路上，每天被車輛和行人碾壓是不尊重中國文化的。因應這意見，市政府決定將壁畫繪畫在牆上，而不在路面上。參與者對這決定感到非常高興，因為這樣證明了政府對中國文化的尊重。

我們一直在共同努力，減低社交孤立，增強社區參與，鼓勵長者採用身體上、心理上和社交上積極活躍的生活方式，改善他們的福祉和生活質素。疫情復原之路看似漫長而曲折，但在耆英會義工和職員的辛勤工作和奉獻下，我們正為長者建造一條滿有關愛和健康的路徑，讓他們能充分參與並貢獻社會。最後，我要衷心感謝所有耆英會職員和義工，在協助卡城社區的華裔長者及其家人重建幸福和健康生活的奉獻。

李陳美儀女士
Liza Chan





2022 was a turning point as the COVID-19 pandemic started to subside and CCECA was able to reopen our centre on March 1. Due to the pandemic, many seniors had lapsed into a homebound, sedentary lifestyle and were reluctant to come out due to the fear of contracting the virus. In view of this situation, we decided to focus on one theme: pandemic recovery through diverse programming and collaboration.

Towards this end, we designed a number of new programs to attract seniors, such as the Healthy Kitchen Fest, which was launched in collaboration with carya in Village Commons, a community hub in East Village. Through this initiative, the seniors learned many delicious recipes while getting opportunities to interact with participants from diverse age groups and ethnocultural backgrounds. Other new programs include folk dance and table tennis, which provided very good exercise with lots of fun, and had attracted a consistent group of seniors every week. Furthermore, we custom-built mindfulness classes for seniors to help them learn and practice self-care techniques, such as body scans and breathing exercises, in order to enhance their resilience during the pandemic. These classes were offered both in person and online to increase accessibility, and they had brought significant physical and mental benefits to many seniors.

In the area of advocacy, we encouraged seniors to get actively involved in building the future of Chinatown. We collaborated with the Tomorrow Chinatown Advisory Committee to organize consultations with Chinatown residents and interested parties about the Chinatown Cultural Plan, Chinatown Re-development Plan, and the Chinatown Street Mural. Participants were given opportunities to share comments about the two plans and their vision for Chinatown. At the street mural consultation session, the participants candidly told the artist that it was disrespectful to have Chinese figures painted on murals that would be rolled over by cars and stepped on by pedestrians every day. In light of this feedback, The City of Calgary decided to have the mural painted on a wall instead of on the road. The participants were very happy about the decision as it evidenced the government's respect for Chinese culture.

We have been making a collective effort to reduce social isolation, enhance community engagement, and encourage seniors to adopt a physically, mentally and socially active lifestyle to improve their well-being and quality of life. The road to pandemic recovery may look like a long and winding path, but with the hard work and dedication of CCECA volunteers and staff, we are building a caring and healthy pathway for seniors to participate and contribute fully to society. In closing, I would like to express my sincere gratitude to all CCECA staff and volunteers for their devoted commitment in helping Chinese seniors and their families build happy and healthy lives in the Calgary community.



合作焦點 Collaboration Highlights

為耆英會提供免費場地
讓我們為居住在該區的
華裔長者舉辦活動

**Provided free space for
CCECA to organize weekly
activities for Chinese seniors
residing in the neighborhood**

1. 全景山社區中心 Panorama Hills Community Centre



2. 卡城華人宣道會 Calgary Chinese Alliance Church

他們的義工指導我們的長者練習讚美操
作為**2022**年長者週的表演

**Their volunteers taught our seniors the “praise dance” for their
performance in the 2022 Seniors’ Week**



3. 卡城華人社區服務中心 Diversecities



共同舉辦散步活動，
聯繫青少年和長者，
促進跨代共融

**Jointly organized a
walking program for
youths and seniors
to enhance
intergenerational
communication**

4. 卡城警察局、卡城市中心協會、 卡城華埠街坊會及華埠商業促進區 Calgary Police Service, Calgary Downtown Association, Calgary Chinatown Community Association, and Chinatown Business Improvement Area

- 合作組成華埠安全委員會，解決華埠安全問題
- 舉辦安全研討會和「與警察的珍珠奶茶活動」以建立社區聯繫



- **Formed a Chinatown Safety Committee to address safety issues in Chinatown**
- **Hosted a safety workshop and a “Bubble Tea with Uniforms” social event to build community connections**



合作焦點 Collaboration Highlights

5. 惠群大廈、頤景樓和華英大廈 Wai Kwan Manor, Clover Living, and Wah Ying Mansion

與大廈經理合作，透過不同活動增進華埠長者居民的社交聯繫
Worked with the Building Managers to enhance social connection for Chinatown senior residents through various activities and events



6. 長者中心聯盟 Senior Centre Network

- 組織「金齡50/50彩票籌款」抽獎活動，為卡城九間長者中心籌集善款，同時藉此機會宣傳各中心為卡城長者提供的重點服務。
- 舉辦由九間長者中心合辦的第一屆長者草地滾球比賽和保齡球比賽
- Organized the Golden Giveaways 50/50 raffle draw to raise funds for nine senior centres and promote the crucial services that the centres are offering to seniors in Calgary
- Organized the first lawn bowling tournament and the first bowling tournament for seniors from the nine senior centres



多元化計劃焦點

Diverse Programming Highlights

1. 健康美食廚房及社區花園 Healthy Kitchen Fest and Community Garden

2022年4月，我們與carya的Village Commons合作，推出了健康美食廚房，以促進長者的社會融入和多元性。我們提供了十個烹飪課程，包括文化節日、英語學習和健康烹飪等主題，為長者提供了學習和與來自不同年齡和文化背景人士交流的機會。45位長者和非長者義工共同參與，其中包括3位義務廚師，共貢獻了439個義工小時。245位參加者從中受益，證明這計劃非常成功，超過95%的參加者表示這個活動有效於促進社會融合，而他們感到能與他人聯繫和被受歡迎。再者，我們的義工們也非常欣賞積極的團隊合作，認為能接觸社區內的長者是有意義。此外，我們還與卡城園藝協會合作，在華埠舉辦了社區花園計劃。41位參加者和10位義工參與了各項園藝活動。去年夏天，我們在社區花園收割了蔬菜，為健康美食廚房製作了新鮮的沙律。參加者和義工對這個計劃都非常享受和滿意。

In April 2022, we launched the Healthy Kitchen Fest in collaboration with carya's Village Commons to promote social inclusion and diversity. We offered ten cooking sessions with featured themes (including cultural festivals, English learning, and healthy cooking), creating opportunities for older adults to learn and interact with people from diverse ethnocultural backgrounds and age groups. 45 senior and non-senior volunteers, including 3 volunteer chefs, contributed 439 volunteer hours to the project collectively. The initiative benefited 245 participants and proved to be a huge success, with over 95% of the participants expressing that it was effective for enhancing social inclusion and that they felt connected and welcomed. Moreover, our volunteers appreciated the positive teamwork and found it very meaningful to engage with seniors from the community.

In addition, we collaborated with the Calgary Horticultural Society to host the Collective Gardening program in Chinatown. 41 participants and 10 volunteers were involved in various gardening activities. Last summer, we harvested the vegetables in the community garden and made fresh salads for our Kitchen Fest events. Both the participants and volunteers found this project extremely enjoyable and gratifying.



我們其中一位廚師**Alex Fung**:

「能夠與carya的工作人員和義工合作，對我而言是一次有收獲的經驗，我從中學到了如何組織團隊活動。看到長者臉上的快樂，使我非常鼓舞。」

One of our chefs, Alex Fung, said, "It was a rewarding experience for me to team up with carya's staff and volunteers, and I learned so much about how to work in a team to organize events. The joy shining on the seniors' faces really motivated me."

多元化計劃焦點

Diverse
Programming
Highlights2. 「一線曙光」關注虐老劇場
"Glimmer of Hope" Elder Abuse Plays

2022年，我們開展了名為「一線曙光」的劇場，旨在提高華裔社區對虐老和詐騙問題的關注，目標是提供實用資訊，幫助大眾識別徵兆並尋求幫助。項目共有11名義務工作人員和14名義工演員參與製作和演出了三個短劇，展示了虐老、詐騙和照顧者疲勞的不同方面。每場演出的觀眾人數在20至50人之間。當我們將演出的錄影片在不同活動上播放，觀眾總數顯著增加。

觀眾認為這些短劇對他們有幫助，並且與之產生共鳴，因為當中許多人在自己生活中也曾目睹類似情況。一些觀眾在網上分享了他們的想法，表示這演出幫助他們了解何謂虐老，並學會如何採取行動。為了擴大影響力，義工們幫忙製作了附有英文字幕的錄影，使其能成為有力的公眾教育工具，協助社區人士更深入地了解華裔社區存在的虐老問題。這次演出活動取得成功，鼓舞著我們繼續探索創新和文化上可接受的方法，來傳遞有關虐老信息。

The showcase, *Glimmer of Hope*, was launched in 2022 to raise awareness about elder abuse and scams in the Chinese community. The objective is to provide useful information on recognizing warning signs and how to seek help. 11 volunteer helpers and 14 volunteer actors were involved in the production and performance of three short plays that showcased different aspects of elder abuse, scams, and caregiver fatigue. Audience numbers ranged from 20 to 50 for each live show. The total numbers increased significantly after we recorded the performances and shared the videos at various presentation opportunities.

Our audience found the plays helpful and relatable, as many of them had witnessed similar situations in their own lives. Some shared their thoughts online, stating that the plays helped them understand what was considered elder abuse and how to take action. To amplify the reach and impact, we had volunteers help us film the performances and add English subtitles, making it a powerful public education tool that can help community stakeholders gain a better understanding of the elder abuse issue in the Chinese community. The showcase was an applauded success, and it inspired us to continue to explore innovative ways of delivering elder abuse information in a more culturally acceptable manner.

3. 更多實體活動及新班組

More in-person programs and new classes

- 籌辦了31次活動，當中包括10個合作活動，共2,067服務人次，是2021年的兩倍
- 舉行了29個社交班組，共224節活動，有3,018服務人次，對比2021年有達300%增長
- 新班組包括土風舞、養生書法、壽司製作、一對一電腦教學等

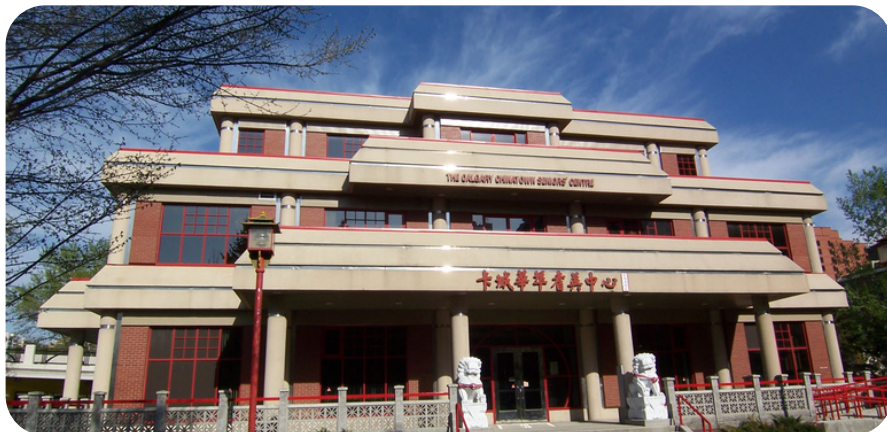


- 31 one-time events, including 10 collaborative events, with a total of 2,067 client contacts, which is double the number in 2021
- 29 social classes with 224 sessions and 3,018 client contacts, representing a 300% increase compared to 2021
- New classes included folk dance, mindfulness calligraphy, sushi making, one on one computer classes, and more.



嶄新項目 New in 2023

1. 耆英中心提升設施計劃 Centre Facility Upgrade Plan



耆英會一直努力不懈地提供符合華裔文化的活動計劃，幫助在社區中無法獲得服務的華裔長者。

我們的客人視耆英會為第二個家，擁有親切的員工、具愛心的義工和滿足他們需求的包容性服務。可惜，耆英中心建於1995年，明顯已經老化，尤其是中心的洗手間、門、不舒適的通風系統以及不足的隔音設施，都對長者體驗產生了負面影響，使我們在務求在舒適和安全環境提供一站式服務上，面臨著挑戰。

我們的維修委員會意識到在中心計劃項目中，改善無障礙設計的重要性。2022年，委員會成員與卡城建築公司Henry Tsang Architect合作，共同制定了一個項目計劃，其中包括升級禮堂設施、隔音環境、無障礙洗手間、全新通風系統和其他，這能使中心日常運作暢順，也有助增強我們所重視的以人為本體驗。此項目將由撥款和籌款共同支付。我們需要一個無障礙、易於出入且具包容性的設施，當長者參與中心計劃和服務時，使他們從踏進我們中心至離開，能提升安全性和他們的使用者體驗。提升設施計劃預計於2024年開始。我們需要您成為這行動的一分子，以便我們能更好地為您和華裔社區服務。請踴躍參加2023年7月我們舉行的健步行籌款活動，以支持我們的提升設施計劃。

CCECA works tirelessly to offer culturally appropriate programs to help Chinese seniors who face barriers in accessing services and programs in the community. Our clients see us as their second home, with welcoming staff, caring volunteers, and inclusive services that meet their needs. Unfortunately, the aging washrooms, heavy doors, uncomfortable ventilation and inadequate soundproofing of program spaces had negatively impacted client experience. The CCECA centre, which was built in 1995, is obviously aging and we have experienced many challenges as we strive to offer accessible one-stop service to seniors in a comfortable and safe environment.

Our maintenance committee recognized the importance of incorporating accessibility improvements into our facility lifecycle projects. In 2022, the team worked with a Calgary-based architecture firm, Henry Tsang Architect, to create a project plan that includes auditorium facility upgrades, a soundproof environment, accessible washrooms, a new ventilation system, and other upgrades that would contribute to smooth daily operations and an enhanced client-centered experience that we value. The project will be funded by a combination of grants and fundraising initiatives. We need a barrier-free, accessible and inclusive facility to enhance the safety and experience of our clients from the moment they step into our centre, and especially when they are engaging in our programs and services. The facility upgrade projects are scheduled to start in 2024. We need you to be part of this movement so that we can better serve you and our community. Please consider joining our walkathon fundraiser in July 2023 to support our facility upgrade plan.

2. 美善囑福計劃

Palliative and End of Life Care (PEOLC) Program

根據2021年「促進紓緩及善終照顧參與報告」，有60%的人很遲或從未被轉介至紓緩治療。根據一些關於華人對紓緩及善終照顧認知的研究，「成年子女認為接受紓緩治療意味著家庭照顧不足，接受善終照顧會被視為不孝的行為，因為這意味著他們並沒有盡到足夠責任...華裔移民認為討論預設醫療指示和事先照護規劃是令人不快的，並可能帶來厄運。」以上觀念阻礙華裔長者及時獲取紓緩及善終照顧服務。改變這種觀念並向華裔社區宣傳紓緩及善終照顧服務至關重要。



2022年，我們開展了一個旨在提高紓緩及善終照顧意識，並為個人及家庭提供相關支援的試驗計劃。其中包括一系列教育活動，促進對紓緩及善終照顧的準備。我們舉辦了一場生命教育入門講座，兩場有關遺囑規劃、醫療指示及授權書的法律講座，一場墓園及善終服務講座以及卡城墓園一日遊，共有209人參加。這些教育活動旨在賦予個人有關預備善終服務的知識和資源，以便能作出明智決定。此外，我們還組織了一個支援小組，由六位正準備善終事宜的個人或家庭成員所組成。該小組為參加者提供一個安全及具支援的環境，讓他們討論與善終照顧相關的擔憂和經歷。無論為自己，或是為心愛的人，此計劃向任何想要為這生命階段提前作計劃的人，提供了寶貴的資源。

基於試驗計劃的正面經驗，並獲得卡加利基金會的資助，我們將在2023年繼續推行美善囑福計劃，並增加更多服務，如有關紓緩及善終照顧預備的一對一諮詢服務、一對一哀傷支援服務，以及照顧者支援小組。

According to the 2021 “Advancing Palliative and End of Life Care Engagement Final Report”, 60% of individuals were referred late or not at all to palliative care. According to research studies on the Chinese perception of palliative and end-of-life care (PEOLC), “adult children believe that palliative care would signify a lack of caring on the part of the family, the adoption of hospice care is an unfilial act because it would represent that they were not doing enough ... Chinese immigrants think discussing advanced directives and advance care plan is unpleasant and may beget bad fortune.” Such perceptions often hinder Chinese seniors from accessing PEOLC services in a timely manner. It is important to change this mindset and openly promote PEOLC services in the Chinese community. In 2022, we conducted a pilot project aimed at promoting awareness of PEOLC services and providing relevant support to individuals and families. It includes a series of educational events and activities designed to promote preparedness for PEOLC. We hosted one Life Education introductory talk, two legal workshops on will planning, advanced care and power of attorney, as well as a funeral service workshop and a cemetery tour. A total of 209 people attended the above-mentioned events. These educational activities aim to empower individuals and families with the knowledge and resources necessary to make informed decisions about end-of-life care arrangements. Additionally, a support group of six participants was organized for individuals and families who were preparing for PEOLC. This group provided a safe and supportive environment for participants to discuss their concerns and experiences related to end-of-life care. This initiative offered valuable support and resources for those who desire to plan ahead for this stage of life, whether for themselves or for a loved one. In light of the positive feedback from the pilot project and the funding received from Calgary Foundation, we will continue the PEOLC program in 2023, and will be adding on more services such as one on one palliative care preparedness and grief support, as well as support groups for caregivers.

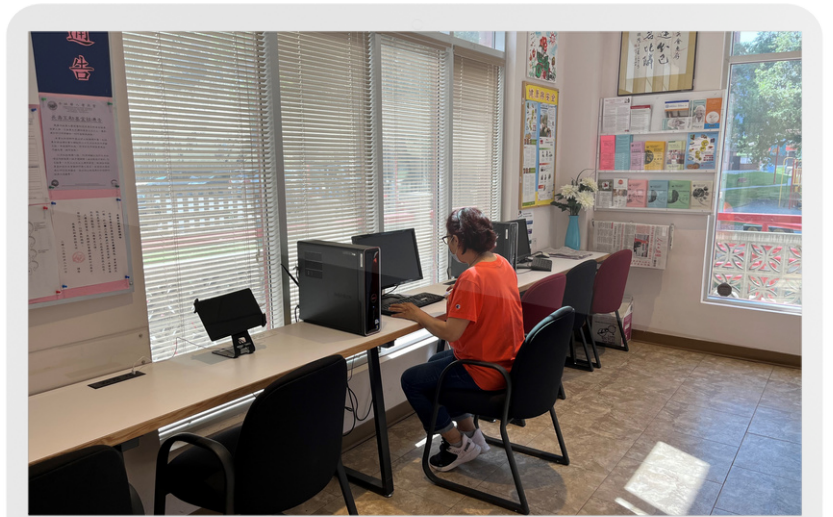
嶄新項目
New in 2023

3. 電腦學習角及網上活動 Drop-in computer learning corner and virtual programs

我們很高興在地下大堂設立了「101電腦角」。會員可以借用平板電腦或電腦去學習新技能，提升他們的科技知識技能，讓他們能夠使用網上服務及與親友保持聯繫。

We are excited to launch a new "101 computer corner" in our main floor lobby in 2023. Members will be able to borrow iPads or computers to learn new skills and enhance their technology literacy so that they can access online services and stay connected with family and friends.

我們還將提供一對一電腦學習支援，以滿足個別長者的需求。此計劃包括發展一系列網上項目，如關於身體及心理健康、智力訓練、傳授知識和培養生活方式等。這些網上活動經過精心策劃，提供了一個振奮而有趣的學習環境，鼓勵長者學習技能和探索興趣，並促進了同輩的交流，透過可上網的智能裝置，在自己的家中舒適地參與這個項目。對於因行動不便或其他障礙而只能網上參與的長者來說，這計劃特別有價值。



We will also be offering a one-on-one computer literacy initiative that caters to the needs of individual seniors. This initiative will include the development of a series of virtual programs focusing on physical health, mental well-being, intelligence training, knowledge acquisition, and lifestyle cultivation. These virtual programs have been thoughtfully curated to provide a stimulating and engaging learning environment that facilitates skill acquisition, hobby exploration, and peer-to-peer interaction. Seniors will be able to access these programs from the comfort of their own homes via smart devices with an internet connection. This initiative will be especially valuable to seniors who are only able to attend remotely due to limited mobility or other barriers.

老人日間護理服務 客人故事 Client Story - Adult Day Program



在疫情爆發之前，陳女士積極參與許多活動。然而，隨著疫情發展，陳女士越來越擔心受感染，所以將自己孤立在家中。家人開始發覺她出現記憶力衰退及焦躁不安的情況。亞省衛生服務局的家居照顧團隊建議陳女士參加老人日間護理服務(ADP)，與社區中其他人士重新建立聯繫和社交。在家人的鼓勵下，陳女士同意一試。

第一天，陳女士帶著壓力和擔心染病的心情來到耆英會。然而，我們的職員向她解釋所有感染預防及控制措施，迅速讓她感到安心。職員特意安排一位與她是同鄉的義工陪伴她。在職員和義工的支持下，她開始喜歡運動和午間活動，如麻將和手工藝制作。隨著時間過去，她變得更加自在，開始敞開心扉，並結交了新朋友，這使她感到更能融入社區。她最終重新參加教會崇拜和游泳活動。

陳女士和家人非常感激老人日間護理服務提供的支持，因這有助她重新掌控自己的生活，並使她能參與疫情前所喜歡的活動。陳女士變得不再害怕，對渡過疫情充滿了希望。家人對老人日間護理服務的職員表達真誠感謝，因為他們促使陳女士成功地重新融入社會。

Ms. C used to lead an active lifestyle before the COVID-19 pandemic. However, as the pandemic unfolded, Ms. C became increasingly fearful about contracting the virus and ended up isolating herself at home. Her family began to notice that she was experiencing memory loss and restlessness. The Home Care staff from Alberta Health Services suggested that Ms. C attend the Adult Day Program at CCECA to reconnect and socialize with others in the community. With encouragement from her family, Ms. C agreed to give it a try. On the first day, Ms. C arrived at CCECA feeling stressed and worried about getting sick. However, our staff quickly put her at ease by explaining to her our infection prevention and control measures. Our staff then purposely assigned her to a volunteer who came from the same hometown. With support and encouragement from staff and volunteers, Ms. C began to enjoy the exercise session and afternoon activities such as mahjong and craft making. As time passed, she became more comfortable and started to open up and make new friends, which gave her a sense of community. She eventually resumed attending worship services and going swimming again.

Ms. C and her family were grateful for the support she received from our Adult Day Program because it helped her regain control of her life and led her to resume the activities that she enjoyed before the pandemic. Ms. C had become less fearful and more optimistic about living through the pandemic. Her family expressed their sincere appreciation to CCECA staff for facilitating her successful transition back into society.

外展服務客人故事 Client Story - Outreach Services



約翰和瑪莉一直是一對幸福的夫婦。然而，當他們失去了唯一的兒子後，瑪莉患上了抑鬱症。約翰失業導致他們陷入經濟困難，加上他們在卡城沒有親人支持，情況變得更糟。最終，他們決定向耆英會外展部尋求幫助，外展員協助他們申請收入援助和與疫情相關的福利，減輕了他們的財務負擔。此外，外展員還為約翰提供資源，有助他尋找工作並提高就業技能。外展員還幫助瑪莉找到會說中文的家庭醫生，並立即轉介精神科醫生處理其抑鬱問題。此外，外展員還將他們與耆英會交通接送服務聯繫起來，以便她能夠到達覆診並繼續與精神科醫生有效溝通。外展員還鼓勵他們參與社交活動，幫助他們與他人建立社交支援網絡。瑪莉隨後被診斷出患有抑鬱症，但及時的治療成功地協助緩解她的焦慮和相關症狀。此外，外展員向他們推薦一系列耆英會計劃和活動，以促進社區聯繫和建立社會支持網絡。通過外展員努力解決夫婦的複雜需求，他們的身心健康、財務穩定和社交支援網絡都有了顯著改善。約翰和瑪莉對未來充滿了希望，因他們變得更自信，更有能力重新建立他們的生活。他們由衷地感謝耆英會外展員，在每一步上提供援助、支持和鼓勵。

John and Mary had always been a happy couple. However, their life changed when they lost their only son, leaving Mary with depression. The situation was made worse by their financial hardships due to John's unemployment, and the fact that they had no family in Calgary to support them.

They eventually decided to approach CCECA for assistance. An outreach worker helped the couple apply for Income Support and COVID-19 related pension benefits, which eased their financial burden. Furthermore, John was provided with resources to help enhance his employability skills and his prospects of finding a job.

The outreach worker also found a Chinese-speaking family physician who promptly made a referral for Mary to consult a psychiatrist to address her mental health concerns. The outreach worker also connected Mary with CCECA's escorted transportation and medical interpretation services so that she could get to her appointments and communicate effectively with the psychiatrist. Mary was subsequently diagnosed with a depressive disorder, but the timely medical intervention successfully helped alleviate her anxiety and other related symptoms. Furthermore, the outreach worker recommended to the couple an assortment of CCECA programs and activities that facilitate community connection and the building of a social support network.

With the efforts of the outreach worker to address the couple's complex needs, there were significant improvements in their physical and mental well-being, financial stability, and social support system. John and Mary now have a new sense of hope for the future, as they have become more confident and better equipped to rebuild their lives. They are sincerely grateful to CCECA's outreach worker for coming alongside them to offer assistance, support and encouragement every step of the way.

神祕聖誕禮物 客人故事 Client Story - Secret Santa Program

瑪麗的丈夫幾年前去世了，最近她又一次經歷了失落，那就是她的衣車壞了。多年來，瑪麗靠著自己縫製衣服而省錢。當她得知衣車無法修理後，她非常沮喪。她感到孤獨和無助，不知道一個「奇蹟」即將發生。

耆英會積極參與由Seniors Secret Service組織的聖誕加油計劃，為卡城孤獨寂寞的長者帶來歡樂。瑪麗的願望清單被傳遞給一位秘密聖誕老人服務義工，他為她準備了一個度身訂造的禮物盒。

在聖誕節前一周，耆英會職員把禮物盒送給了瑪麗。當她打開盒子看到衣車時，使她激動得淚流滿面。一個奇蹟發生了，她的願望實現了！送出禮物後，耆英會職員和義工繼續探訪瑪麗。在職員和義工鼓勵下，瑪麗再次和鄰居建立聯繫，並參加了各項耆英會活動。從參與社交活動和新的縫紉項目中，她重新找到了快樂。

Marie's husband had passed away several years ago, and recently she experienced another loss in her life, it was the loss of her sewing machine. For years, Marie had been sewing her own clothes to save money. She was downhearted when she learned that her sewing machine had fallen beyond repair. She felt lonely and helpless, and had no idea that a "miracle" was about to happen. CCECA actively participated in the Christmas Cheer program organized by Seniors Secret Service to bring joy to isolated and lonely seniors across Calgary. Through this program, Marie's wish list was passed to a volunteer Secret Santa who prepared a personalized gift box for her. A week before Christmas, CCECA staff delivered the gift to Marie. When she opened the box and saw the sewing machine, she immediately burst into tears. A miracle had happened and her wish had come true! After the gift delivery, CCECA staff and volunteers continued to visit Marie. With their encouragement, Marie is once again connecting with her neighbors and is also participating in different CCECA programs. She has rediscovered happiness from taking steps to engage in social activities and from her new sewing projects.



社區同行大使 客人故事 Client Story - Chinese Community Helpers Program

辛女士獨居已經超過十多年了。雖然她的女兒們一直給予支持，但辛女士沒有任何朋友或鄰居去讓她建立社交生活，這使她感到孤立和寂寞。其中一個女兒最近注意到辛女士的健康狀況轉差，因此聯繫了耆英會尋找支援。耆英會的社工到辛女士家中進行評估，並與辛女士和她的家人共同制定了目標和行動計劃，在社交和情緒上幫助她。兩位社區同行大使義工被安排定期探訪辛女士，他們也是長者，陪她一起做運動並提供情緒支援。義工還陪伴辛女士參加華埠的活動，讓她有機會與許多長者交流。隨著增加的運動鍛鍊和社交活動，辛女士的精神狀態迅速有明顯改善，她更能夠面對日常的挑戰，甚至能夠再次使用自己的方言。

辛女士和她的女兒都表示對耆英會社區同行大使提供的幫助和支持感到非常高興和感激，這顯著提高了辛女士的福祉和生活質素。



Cynthia has been living alone for over a decade. Her daughters have been supportive, but Cynthia did not have friends or neighbors to socialize with, which led to feelings of isolation and loneliness. Recently, one of her daughters observed that Cynthia's health had obviously declined, so she contacted CCECA to find support for her mother. A social worker from CCECA then conducted a home visit assessment and worked with Cynthia and her family to develop goals and devise an action plan to support her socially and emotionally. Arrangements were promptly made for two of CCECA's community helpers, who were also seniors, to visit Cynthia on a regular basis to do exercise with her and provide emotional support. The volunteers also accompanied Cynthia to events in Chinatown where she had opportunities to engage with many seniors. With increased physical activities and social interactions, Cynthia's mood and demeanor soon improved noticeably. She was better able to face daily challenges, and was even able to speak her dialect again. Cynthia and her daughters were very happy and grateful for the intervention and support provided by CCECA's community helpers, which significantly enhanced Cynthia's well-being and quality of life.

2022義工服務統計焦點 Volunteer service statistics highlights

義工服務小時

Total Volunteer Hours

 **21,830**

活躍義工人數

Active Volunteers Number

 **398**

社區報稅計劃
CVITP Tax clinic

40 義工
Volunteers
1,292 客人
Clients
2,219 義工小時
Volunteer hours

社區同行大使計劃
Chinese Community
Helper Program

51 義工
Volunteers
125 客人
Clients
9,121 接觸人次
Contacts
3,751 義工小時
Volunteer hours

長者日間護理服務
Adult Day Program
(Special Needs Support Group)

9 義工
Volunteers
54 客人
Clients
3,857 接觸人次
Contacts
753 義工小時
Volunteer hours

交通接送及醫療傳譯
Escorted transportation &
Medical Interpretation

30 義工
Volunteers
171 客人
Clients
738 接觸人次
Contacts
864 義工小時
Volunteer hours

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

82 義工
Volunteers
569 客人
Clients
3,877 接觸人次
Contacts
2,776 義工小時
Volunteer hours

長者家居維修計劃
Volunteer Handy
Person Program

14 義工
Volunteers
73 客人
Clients
274 接觸人次
Contacts
788 義工小時
Volunteer hours

義工是耆英會的無價之寶
Volunteers are priceless treasures to CCECA

義工服務

Volunteer service



焦點服務

Highlight service

交通接送及醫療傳譯計劃

Escorted Transportation and Medical Interpretation Program



我們於2022年3月推出了交通接送及醫療傳譯計劃，旨在為華裔長者提供免費的醫療傳譯服務和可負擔的交通接送服務。目標是為那些面對行動不便、語言障礙和社交孤立的長者，賦予他們獨立生活的能力，滿足他們生活的基本需要：如醫療預約和購物。我們的計劃依賴於義工的貢獻，而他們為社區提供了重要的服務。

在2022年，耆英會訓練了40位義工，他們具備提供傳譯或交通接送服務所需的必要技能和知識。我們的義工成功為165位華裔長者提供了154次傳譯服務、48次基本交通接送服務和5次非基本交通服務。這些服務的影響是深遠的，正如一位服務使用者所說：「知道有人陪我去睇醫生，使我覺得自在和放心。耆英會的義工為我提供了全面的服務，對我好重要。我感激耆英會和所有義工的奉獻和支持。」

We launched the Escorted Transportation and Medical Interpretation Program in March 2022, with the aim of providing free medical interpretation services and affordable escorted transportation to Chinese seniors. Our goal is to empower older adults who face mobility issues, language barriers, and social isolation to live independently by enabling them to access basic needs such as medical appointments and grocery shopping. Our program relies on the dedication of volunteers who provide essential services to the community.

In 2022, CCECA trained 40 volunteers who are equipped with the necessary skills and knowledge to provide interpretation or transportation services. Our volunteers successfully provided 154 interpretation services, 48 essential transportation services, and 5 non-essential transportation services to over 165 Chinese seniors. The impact of these services is profound, as expressed by one of our service users: "Knowing that I have someone to accompany me to my medical appointments makes me feel more comfortable and relieved. The CCECA volunteers provided me with comprehensive services, and this means a lot to me. I appreciate CCECA and all the volunteers for their dedication and support."



2022 服務統計 Service Statistics

全年服務總人次
TOTAL CLIENT CONTACTS

117,700

服務使用者人數

No. of Clients: 4,205



會員人數

No. of Members: 2,122

社交康樂活動

Social & Recreational Programs



28,893

文教活動

Educational Programs



22,090

卡城長者服務 - 外展服務

The Way In - Calgary Older Adult Services



42,181

健康保健班組

Health & Wellness Classes



3,010

社區同行大使

Chinese Community Helper Program



9,121

長者日間護理 (特別需要小組)

ADP (Special Needs Support Group)



3,857

無牆線上活動室

Senior Centre Without Walls (SCWW)



2,877

長者好鄰居

Senior Neighborhood Network (SenNet)



3,877

交通接送及醫療傳譯

Escorted Transportation & Medical Interpretation



825

健康美食廚房

Healthy Kitchen Fest



508

101電腦學習班

Virtual Connection 101



110

長者家居維修計劃

Volunteer Handy Person Program



351

2022 營運收支表

Statement of Operation



2022 年 12 月 31 日 Year ended December 31, 2022

	2022	2021
REVENUE 收入	\$	\$
Funded programs 撥款收入	1,328,138	1,349,463
Donation and fundraising 捐款及籌款	144,158	64,073
General programs 一般活動	103,896	49,352
Casino 賭場撥款	27,510	29,201
Membership dues 會員費	43,631	30,510
Amortization of contributions related to capital 延後資產注資減值	46,895	47,281
Longevity 長壽組	12,187	40,961
Rental income 租金收入	3,304	-
Other income (loss) 其他收入 (虧損)	337,666	164,134
	2,047,385	1,774,975
PROGRAM EXPENSES 活動支出		
Funded programs 撥款支出	1,328,137	1,349,463
General programs 一般活動	144,672	35,851
Amortization 折舊	47,724	48,164
Longevity 長壽組	12,187	40,961
	1,532,720	1,474,439
	514,665	300,536
GENERAL AND ADMINISTRATION EXPENSES 一般及行政支出		
Wages and benefits 薪金及福利	184,006	149,479
Office and administrative 辦公室支出	144,667	84,496
Fees charged to funded programs 撥款轉入	(37,380)	(42,780)
	291,293	191,195
EXCESS OF REVENUE OVER EXPENSES FROM OPERATIONS		
全年度盈餘扣除營運支出	223,372	109,341
CANADA EMERGENCY WAGE & RENT SUBSIDY		
加拿大緊急工資和租金補助	19,606	51,711
EXCESS OF REVENUE OVER EXPENSES 全年度盈餘	242,978	161,052

第24屆理事會名單 The 24th Board of Directors (2022-2023)

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** (已離職 resigned)

曾昭正 **Albert Tsang** (已離職 resigned)

財政 Treasurer

林李美玲 **Claudia Lam**

理事 Directors

鄺嬋娟 **Sim Kwong**

關國權 **Patrick Kwan**

駱偉文 **Michael Lok**

陳星南 **John Chan**

林培根 **Pui Kan Lam**

林坤 **Peter Lam**

麥絲茗 **Ada Mak**

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**

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 operations rely on donation.
Your generous donation is welcome.**

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



 111 Riverfront Avenue S.W., Calgary, AB T2P 4Y8

 (403) 269-6122

 (403) 269-1951

 cceca@cceca.ca

 www.cceca.ca

 Facebook: **YYC Chinese Seniors**